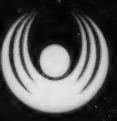


OMBUDSMAN ONTARIO

Annual Report 2001 – 2002

Ombudsman of Ontario

om·buds·man

NOUN:

An independent and impartial officer of the Ontario Legislature who investigates complaints against provincial government Ministries, agencies, boards and commissions and recommends corrective action when appropriate.

"Working to ensure fair and accountable provincial government service"

Ombudsman
Ontario

June 2002

Speaker
Legislative Assembly
Province of Ontario
Queen's Park

Dear Mr. Speaker,

I am pleased to submit to you my Annual Report for the period of April 1, 2001 to March 31, 2002, pursuant to Section 11 of the *Ombudsman Act* so that you may table it before the Legislative Assembly.

Yours sincerely,

Clare Lewis, Q.C.
Ombudsman

Clare Lewis, Q.C.
125 Queens Park
Toronto, Ontario M5S 2C7
Telephone: 416-586-3300
Facsimile: 416-586-3485
TTY: 1 866-411-4211
1-800-263-1830 (English)
1 800 387-2620 (Français)

Ombudsman's Message 2
Case Summaries 7
Year in Review 15
Organizational Chart 24
Complaints 25
Case Stories 39

ISSN 0826-7294

Clare Lewis, Q.C.

Ombudsman Ontario: Working to ensure fair and accountable provincial government service

"I believe that this phrase captures the essence of what our organization strives for and two of the key values by which we live and which we expect government to display: fairness and accountability."

Clare Lewis, Q.C.
Ombudsman of Ontario

Ombudsman's Message

This is a time in our society when the only certainty is change. My vision for Ombudsman Ontario is that it will remain relevant by adapting to change on all fronts. Traditional assumptions and interpretations of Ombudsman legislation are no longer sufficient. Daniel Jacoby, former Ombudsman of Quebec, has stated that the ombudsman is an institution that can adapt easily to changes and stay at the leading edge of progress. I agree with this view.

I believe that to be effective in times of change and with reduced resources we must sharpen our focus to permit necessary, important investigations to be conducted effectively and efficiently. We must quickly close cases with limited merit and attend in depth to cases that concern significant individual issues or reflect systemic or system-wide problems. It is not how many times we turn the crank that counts, it is how many sausages come out the end of the machine. Ombudsman staff must share a corporate view that while all complainants are to be treated with respect, courtesy and understanding, nonetheless, all complaints are not created equal. Even investigations which are underway should be reviewed to determine if further investment is warranted and, if so, what direction it might take. Conversely, it is necessary to conduct audits to ensure that cases worthy of investigation are not being cursorily dismissed.

It is not sufficient to our mandate simply to conduct fewer, if better, investigations. We must consider other strategies. One promising strategy is monitoring of our own complaint trends, government or institutional implementation of our recommendations, and government or institutional programs, policies and impacts. These actions serve to identify areas of concern, and give rise to better deployment of resources and more informed decision-making.

At the conclusion of my first Annual Report message, delivered in June of 2000, I undertook that "I shall make signal effort to ensure the relevance and effectiveness of this office in securing fairness to all in the administration of provincial government service." To that end, I have evaluated the work of my office, identified areas of weakness, and considered and effected means of realizing my commitment to the people of this province and to the Legislature.

In order to give life to my vision, I determined that considerable realignment of staff and modification of policies and procedures were required at Ombudsman Ontario. Accordingly, the past year has seen significant change in the organization of my office accompanied by a sense of renewal. For change to be effective, it must be embraced by the entire organization. Recognizing that we gain strength through cooperative teamwork and the sharing of perspectives, a new Senior Team was created. I believe that this structure will enable my office to be more efficient and, more importantly, effective in its administration with the goal of enhanced achievement of our

102-07587/

mandate. It is expected that the Senior Team initiative will lead to more informed decision-making and better communication throughout the organization. After consultation with staff, the Complaint Services area was also reorganized to achieve more consistency and effectiveness in the context of my stated vision.

I believe it is crucial to the well-being of this organization that this office be seen as standing for fairness in our dealings with the public, the organizations that we investigate and our staff. Too often in modern life there is imbalance between the values adopted by organizations and the values demonstrated in their day-to-day operations.

One of the first actions of the Senior Team, in consultation with staff, was to revisit Ombudsman Ontario's mission and values and come to terms with who we are and who we are perceived to be. My office determined that its organizational values are: Fairness, Accountability, Integrity and Respect. The revitalized organizational structure will enable us to be seen more clearly as reflective of the values for which we stand. To support this initiative Ombudsman Ontario also began an extensive review of our human resource policies and practices.

In order for us to remain relevant, the broad public must be aware of our existence and our purpose. To this end my office launched a pilot project to heighten awareness of Ombudsman Ontario in the Greater Toronto Area. Using the strategies developed during this project, we plan to broaden our community outreach throughout the province in the coming year. In March we commenced an awareness campaign which will also provide information to the general public about the service we provide.

As a result of several community consultations and focus groups held over the past year, we recognized the need to explain clearly the concept of the Ombudsman to a diverse public. In recognition of the fact that staff play an integral role in fulfilling the mandate of my office, and are perhaps in the best position to explain what it is we do, I decided that I would ask them to recommend a "branding statement." The result was more than we anticipated and became Ombudsman Ontario's new mission statement – *Working to ensure fair and accountable provincial government service.* I believe that this phrase captures the essence of what our organization strives for and two of the key values by which we live and which we expect government to display: fairness and accountability.

Generally, as Ombudsman, I am limited by the stringent confidentiality provisions of the *Ombudsman Act* as to the information I may disclose regarding the work of my office. My annual report provides me with an opportunity to comment on cases that would not otherwise come to the public's attention. Although many of the investigations we undertake are the result of individual

complaints, I also have the authority to commence investigations on my own motion. This is a particularly effective method of focusing on issues of a systemic or system-wide nature that affect a disadvantaged or broader group in Ontario society. This approach is highlighted in two cases this year.

The first involved the Ministry of Health and Long-Term Care's funding for breast and prostate cancer patients who must travel for radiation treatment. I concluded that the funding was improperly discriminatory in its application to residents of Northern Ontario.

The other case concerned the Ministry of Community and Social Services' practice regarding the limit on reimbursement of expenses relating to travel for medical appointments under the Ontario Disability Support Program. Initially, I considered the Ministry of Community and Social Services' policy to be both unreasonable and contrary to law. Regrettably, in response to my concerns, rather than simply eliminate what I consider to be an unreasonable and unfair practice, the Ministry sought and obtained a regulatory amendment legitimizing that practice. I later considered the regulation to be unreasonable given both its potentially adverse effect on some of the most vulnerable of our society and the fact that the Ministry has been unable to justify the limitation. I will continue to monitor the impact of this regulation in the coming year.

Complaints from inmates in correctional facilities continue to comprise the largest percentage of our caseload, accounting for 7,697 of the complaints and inquiries received this year. Many of the issues concern serious impacts on individuals in custody. In one case, I investigated on my own motion allegations that an inmate with special needs had not been appropriately treated. Following receipt of my investigative summary, the Ministry of Correctional Services agreed to take steps to prevent similar situations from arising again. Further, throughout the past year we have been involved in consulting on various Ministry of Correctional Services' policy initiatives. I recently gave notice to the Ministry that I would personally be commencing regular visits to selected facilities throughout the province for the balance of my term. During the labour disruption, we closely monitored the issues arising on a daily basis to ensure that inmates continued to have access to our services and that urgent matters were addressed expeditiously.

As Ombudsman, I do not have the power to issue or enforce an order. However, I am often able, through persuasion and the cooperation of governmental organizations, to resolve many matters to the benefit of individual complainants as well as broader segments of the public. My office has been successful at facilitating improvements in policies and practices in a number of government organizations. At times this positive result has occurred as a consequence of a formal investigation. For example, after receiving my investigative summaries, the Office of the Chief Coroner, the Ministry of the Solicitor General and the Ontario Lottery and Gaming Corporation each agreed to change certain

policies and practices. The case stories in my report also reflect numerous informal contacts by my office that have led to similar positive outcomes.

During the course of my evaluation of the operations of my office, I noted a decline in the number of complaints and inquiries received over the last few years. While several factors may have contributed, including a reduction in our public education program as a result of budget constraints, I believe that a decline in complaints may also reflect a positive change within the Ontario Public Service. This decline may be credited in part to the implementation over the last few years of "Common Service Standards" for the Ontario Public Service, which emphasize quality service and include the creation of complaint resolution processes within Ministries. I support and applaud government initiatives directed at improved service delivery and transparent, effective, internal complaint resolution processes. I anticipate that the creation of such customer service delivery models will result in enhanced cooperation of the public service in working with this office on those complaints which are not able to be resolved within government organizations.

I encourage the establishment of internal and external complaint resolution mechanisms, particularly in relation to public services that are privatized. This year I met with officials from the Ministry of Transportation to discuss the Ministry's privatization of driver testing. This consultation resulted in the Ministry ensuring that my office will continue to have an oversight role in the complaint resolution process in relation to this area.

I believe it is important that the Ombudsman work with government organizations to achieve creative and effective solutions to problems. Many public sector employees demonstrate genuine commitment to this goal. To acknowledge this reality, I was delighted to present, once again, the Ombudsman Ontario Public Service Recognition Awards, recognizing exceptional public service in complaint resolution. The awards for 2001-2002 were received by four individuals from the following Ministries: Ministry of Correctional Services; Ministry of the Attorney General (Legal Aid Ontario); Ministry of Community and Social Services (Family Responsibility Office) and the Ministry of Health and Long-Term Care (Health Professions Appeal and Review Board).

As mentioned above, for me to carry out my mandate effectively, I must be aware of changes in policy and legislation that may affect the work of my office. I participated this year in the Ministry of Consumer and Business Services' consultative process relating to the draft *Privacy of Personal Information Act, 2002*. It appears that my office would be adversely affected by the legislation as currently drafted. I generally support the principle that there should be consistent and comprehensive rules protecting the privacy of personal information. However, I have some concerns relating to the proposed legislation. My purpose in making a submission was to preserve the powers of

investigation that already necessarily exist in the *Ombudsman Act*. I will continue to consult with the Ministry during the development of this legislation.

Consistent with my vision, my office is currently taking strategic steps to concentrate on investigating issues of significance in cases in which we may potentially make a difference. We have modified our approach to the review of decisions of administrative tribunals, requiring that complainants provide specific details of their concerns rather than statements reflecting only their general dissatisfaction with the result of the process. The *Ombudsman Act* provides the Ombudsman with the discretion not to investigate in appropriate cases. For instance, the Act provides that the Ombudsman may decide not to investigate a matter when the complainant has had knowledge of the matter for more than 12 months. Clearly, the Legislature has intended that a one-year limit for filing complaints shall be the norm, subject to the discretion of the Ombudsman. Accordingly, I have determined that compelling reasons will generally have to be provided to justify an investigation of any complaint lodged beyond this time frame.

If we are to remain effective we must be aware of and learn from the practices and experiences of our Ombudsman colleagues nationally and internationally. At the national level, I continued to hold the position of Secretary of the Canadian Ombudsman Association. My office also participated in founding the Forum of Canadian Ombudsman with a broad-based membership of private and public sector Ombudsman. At the international level, I was elected Secretary of the International Ombudsman Institute. Our participation in the international arena continues to be reflected in our sharing of information on request with other jurisdictions around the world. My office, with the assistance of the Ombudsman of Alberta and the Faculty of Law of the University of Alberta is developing an Investigative Manual in cooperation with the International Ombudsman Institute for the use of its members internationally. Such work supports and enriches our primary focus on the quality of the provision of provincial government service to the public of Ontario.

I believe that with the dedication of my staff, with a renewed commitment to the values of fairness, accountability, integrity and respect, and with our comprehensive reorganization, this office will be of greater value to the public in effectively pursuing its mission of working to ensure fair and accountable provincial government service.

Clare Lewis, Q.C.
Ombudsman

Case Summaries

The following summaries represent the cases referred to in the Ombudsman's Message:

Office of the Chief Coroner and Ministry of the Solicitor General

Mr. L complained that the Office of the Chief Coroner (OCC) acted unreasonably in its investigation into the death of his infant grandson and in its dealings with other authorities relating to the death. He also contended that his complaints against a Deputy Chief Coroner, which he brought to the attention of the Ministry of the Solicitor General, had never been reviewed adequately.

Mr. L's grandson had been in the care of his mother, Mr. L's daughter, who reported that her son stopped breathing after standing up under a table. The local coroner requested an autopsy by a pathologist and the assistance of the police. The initial investigation found no evidence of foul play and an autopsy report, produced eight months later, concluded that this was a Sudden Infant Syndrome (SIDS) death. The local coroner and regional coroner considered the death unusual and in accordance with OCC protocol referred the death to the OCC's Paediatric Death Review Committee. The Committee agreed the child's death was not a SIDS death and required further investigation.

The OCC retained an outside expert to review the case. This physician presented the OCC with a report, which concluded there was evidence that the death was non-accidental. He believed that the child died from a blunt head injury or asphyxiation. The OCC together with its expert met with police to discuss their concerns regarding the death. The police subsequently interrogated the mother. Charges were not laid, but the police reported the case to the Children's Aid Society (the CAS). The CAS consulted with the OCC and its expert and initiated proceedings to protect a baby the mother was expecting. Mr. L then retained his own outside medical expert who challenged the findings of the OCC's expert. The CAS prompted the OCC to retain an independent expert. The independent expert considered the cause and manner of death to be undetermined. The CAS consequently withdrew its child protection application for Mr. L's new granddaughter.

After investigation, the Ombudsman concluded that the OCC relied on expert advice and was presented with information that required that it investigate the child's death. However, he did express a number of concerns regarding the process followed by the OCC. The Ombudsman found that the role of the OCC was not clearly understood by the CAS and that the CAS and others could be left with the impression that the OCC itself had arrived at an expert opinion regarding pathological findings, when in fact it had relied on

an outside expert. The Chief Coroner consequently issued a memorandum to all CASs and coroners reminding them of the role of the OCC with respect to cases in which child protection issues may be involved.

After this case had occurred, the Chief Coroner independently issued a memorandum, "Forensic Pathology Pitfalls," reminding pathologists to remain cautious and conservative in their opinions, not to extend themselves beyond where the evidence or experience comfortably takes them and to avoid going beyond the limits of their expertise. It also directed pathologists to obtain written reports from other pathologists if they are being relied on to reach a conclusion. The Paediatric Death Review Committee was expanded to include two child welfare workers, a Crown Attorney and three police officers. Another committee was established to review all autopsy reports of children under two years of age. The OCC also advised that within the next year all autopsies of children under two would be conducted in one of four locations where the expertise of specialists is available.

The Ombudsman suggested that the OCC should develop a policy clearly setting out when it is appropriate to seek independent medical opinions. The OCC agreed...

Despite these measures, the Ombudsman had several concerns that he raised with the OCC and the Ministry. The Ombudsman was concerned that the OCC had not required its expert to obtain written reports from experts with whom he consulted. Although the OCC had developed a new policy, it appeared to the Ombudsman that to avoid any uncertainty, the OCC should amend the policy to require that written consultation reports should not be limited to pathologists, but should be the norm if someone else's medical advice is relied on to form any significant opinion. The OCC agreed and issued a memorandum to all pathologists and coroners that requires them to obtain written consultative reports whenever additional important medical advice is relied upon to form any significant opinion when considering the cause of death.

A further aspect of this case, which the Ombudsman found troubling, was the contrast among the medical opinions offered by the various experts involved. The Ombudsman suggested that the OCC should develop a policy clearly setting out when it is appropriate to seek independent medical opinions. He believed the seriousness of the consequences to individuals affected by the OCC's findings should be a factor considered in seeking such advice. The OCC agreed and has issued a memorandum to all coroners and pathologists explaining when it may be appropriate to seek independent medical advice.

Mr. L had attempted to have his complaints against a Deputy Chief Coroner reviewed independently. As the Coroners' Council had been abolished in 1998, Mr. L wrote to the Solicitor General. The Chief Coroner confirmed that he reviewed the involvement of the Deputy Chief Coroner with senior Ministry staff and prepared the response for the Solicitor General. It appeared there was

no independent review of Mr. L's complaint. Given the critical issues dealt with by the OCC, the expertise involved and the potential impact on individuals of OCC findings, it appeared to the Ombudsman that individuals should have recourse to an impartial specialized body. The Ministry agreed to undertake an examination of the feasibility of establishing an independent complaint handling mechanism separate from the OCC. Following its review, the Ministry advised that complaints against coroners would continue to be dealt with by the Chief Coroner under the *Coroners Act*. However, complaints concerning the conduct of a Deputy Chief Coroner or the Chief Coroner would be reviewed by the Deputy Minister. The Ministry advised that depending on the nature of the complaint independent experts may be retained for assistance.

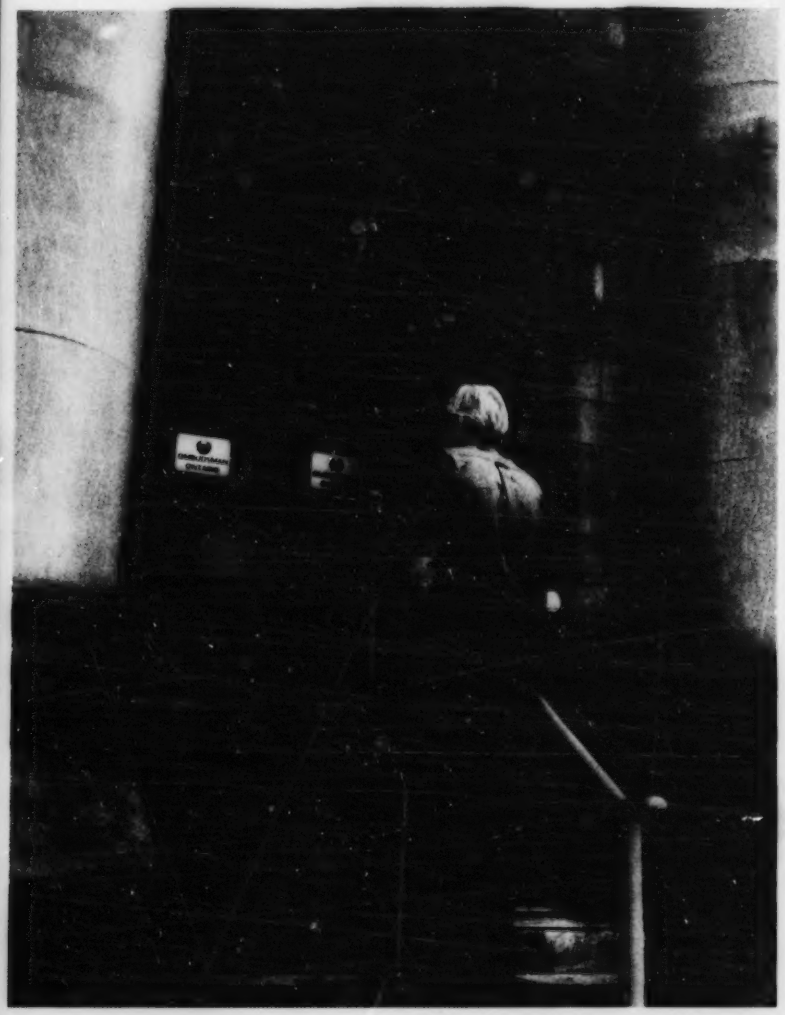
Lastly, the Ombudsman noted that the experience had exacted severe consequences on Mr. L's emotional, physical and financial health. The Chief Coroner accepted the Ombudsman's suggestion and provided Mr. L with an apology to reflect the role it played in this experience.

Ontario Lottery and Gaming Corporation

Mr. Y complained that he was unfairly passed over in a job competition run by the Ontario Lottery and Gaming Corporation (OLGC), as part of a mass hiring process for the opening of a charity casino. Mr. Y had applied for two positions. An investigation revealed that after Mr. Y was interviewed for one position, the OLGC noted there was a gap in his employment history and instructed someone to call him and tell him to bring in his references. The intent was that when Mr. Y brought in his references he would be asked to explain the gap. The OLGC had no record of who contacted Mr. Y or when. Mr. Y did produce references, but this was after the hiring decisions had been made. The OLGC failed to consider Mr. Y for the second position he had applied for.

The Ombudsman determined that there were flaws in the Ontario Lottery and Gaming Commission's mass hiring process. He tentatively concluded that the OLGC had unreasonably failed to inform Mr. Y of its concern regarding the gap in his employment history and provide him with an opportunity to address it.

The Ombudsman determined that there were flaws in the OLGC's mass hiring process. He tentatively concluded that the OLGC had unreasonably failed to inform Mr. Y of its concern regarding the gap in his employment history and provide him with an opportunity to address it. It also appeared that the OLGC had unreasonably failed to consider Mr. Y for the second position and to establish a hiring process that was fair, open and consistent. The Ombudsman tentatively recommended that the OLGC apologize to Mr. Y and pay him an amount of money that would recognize his frustration and lost opportunity and that the OLGC develop and implement a defined hiring process. The OLGC accepted and acted on the Ombudsman's tentative recommendations.



Ministry of Health and Long-Term Care

The Ombudsman was contacted by an MPP on behalf of two constituents. The constituents, both cancer patients and residents of Northern Ontario, believed that the Ministry of Health and Long-Term Care was treating them unfairly when compared to cancer patients in Southern Ontario. These individuals both had to travel to obtain radiation treatment and were reimbursed one-way mileage under the Northern Health Travel Grant Program (NHTG). They noted that patients from Southern Ontario receiving the same treatment had their accommodation, meals and travel costs covered under the Cancer Care Ontario Radiation Re-referral Program (CCORRP).

The Ombudsman investigated the issue of the Ministry's differential funding of travel costs for cancer patients on his own motion. The Ombudsman noted that the purpose of the NHTG is to help defray the transportation costs of eligible residents of Northern Ontario who must travel long distances to receive medically needed insured specialty services, including cancer treatment, that are not available locally. The CCORRP was intended to provide one-time funding to cover travel and accommodation costs, including meals, for patients who had to travel outside their region for radiation treatment, as a result of unacceptable treatment delays.

During the investigation, the Ministry noted that one of the challenges of living in a remote location is the cost of travel. It stated that the CCORRP was designed to benefit all breast and prostate cancer patients, regardless of where they live in Ontario and is applied equally to residents of Northern and Southern Ontario. However, the Ministry acknowledged that the majority of patients who receive support under the CCORRP are from Southern Ontario because the waiting lists for radiation treatment are much longer in the south than in the north. The Ministry had committed in

the spring of 2000 to review the NHTG and the CCORRP and to compare them with similar programs available in other provinces and territories. The Ministry stated that the review included an examination of the issue of health travel compensation for the entire province.

The investigation revealed that the Ministry had completed a report titled, "Patient Travel Assistance Programs in Ontario." The Ombudsman asked the Ministry for a copy of the report as it appeared to be relevant to his investigation. However, the Attorney General prevented the Ombudsman from obtaining access to the report by certifying it on the basis that the report constituted a matter of deliberation before the Executive Council. This is only the second time in the history of the Ombudsman's office that the Attorney General has blocked the Ombudsman's access to information in this manner.

The Ombudsman issued his report regarding this investigation. He noted that the Ministry quite understandably responded to a crisis with respect to medically unsound waiting times for radiation treatment by agreeing to fund the temporary CCORRP. However, he found that the unintended consequence was inequity in the funding for breast and prostate cancer patients who must travel for radiation treatment. He stated that the Ministry's failure to provide equal funding for Ontario breast and prostate cancer patients who must travel for radiation treatment was improperly discriminatory. Although he appreciated the Ministry's position that the NHTG and CCORRP are separate and were created for different purposes, he did not believe that this excused the resulting disparity.

The Ministry did not implement the Ombudsman's recommendation to provide equal funding for breast and prostate cancer patients who must travel for radiation treatment. Consequently, the Ombudsman submitted his final report to the Speaker of the House and the issue was referred to the Standing Committee on the Legislative Assembly. While the majority of the Standing Committee did not support the Ombudsman's position, the Ministry later announced that grants available under the NHTG Program would be increased.

The Ombudsman issued his report regarding this investigation. He noted that the Ministry quite understandably responded to a crisis with respect to medically unsound waiting times for radiation treatment by agreeing to fund the temporary CCORRP. However, he found that the unintended consequence was inequity in the funding for breast and prostate cancer patients who must travel for radiation treatment.

Ministry of Community and Social Services

Ms C contacted our office complaining about the Ministry of Community and Social Services' policy of not reimbursing Ontario Disability Support Program (ODSP) recipients for medical transportation costs under $15 a month. Ms C had successfully appealed a denial of reimbursement of medical trans-

portation costs to the Social Benefits Tribunal. The Tribunal found that the $15 threshold, set out in the Ministry's policy, did not appear to have a legislative basis. Ms C was later advised by Ministry staff that the Tribunal's decision only applied to the claim at issue and that all subsequent claims under $15 a month would be denied. She believed this position was extremely unfair and contacted our office.

The Ombudsman tentatively concluded that the Ministry's act of requiring ODSP recipients to meet a threshold of $15 a month for the reimbursement of medical transportation costs was both unreasonable and contrary to law and recommended that the Ministry cease applying it immediately.

After receiving notice of the Ombudsman's intent to investigate, the Ministry advised our office that the Tribunal decision was not binding on future applications of its policy. However, the Ministry undertook to reimburse Ms C for future medical transportation costs even if they fell below the $15 monthly threshold. Based on the Ministry's proposed resolution, Ms C's file was closed. However, the Ombudsman remained concerned that there were other ODSP recipients who were not being reimbursed for monthly medical transportation costs under $15 and commenced an investigation on his own motion.

During our investigation the Ministry advised that it was reviewing its policy relating to medical transportation costs as part of the larger review of the Mandatory Special Necessities Benefit. The target date for completion of the review was late spring 2001. The Ministry also noted that it did not collect statistics on the number of ODSP recipients who are denied reimbursement on claims beneath the $15 threshold. Despite repeated requests, the Ministry was unable to provide a legislative foundation for its policy of limiting reimbursement.

In October 2001, the Ombudsman provided the Ministry with an investigative summary expressing the view that its policy was contrary to the regulations under the *Ontario Disability Support Program Act, 1997*. The Ombudsman tentatively concluded that the Ministry's act of requiring ODSP recipients to meet a threshold of $15 a month for the reimbursement of medical transportation costs was both unreasonable and contrary to law and recommended that the Ministry cease applying it immediately.

The Ministry responded to the Ombudsman's investigative summary by advising that the regulations under the *Ontario Disability Support Program Act, 1997* had been amended to provide the appropriate regulatory authority for the $15 threshold for reimbursement of approved medical transportation costs. The regulatory amendment was filed on December 14, 2001. While the Ministry's ongoing practice was rendered lawful by the regulatory amendment, the Ombudsman remained concerned that the Ministry's practice might result in hardship for individuals who qualify for ODSP benefits. He requested an explanation from the Ministry regarding its justification for the $15 threshold. The Ministry responded that the policy was put in place to ensure that its limited resources are directed to those most

in need and that it does not have information or statistics regarding the costs of providing reimbursement in cases in which it has been denied.

The Ombudsman provided the Ministry with a second investigative summary in which he expressed concerns about the Ministry's earlier practice as well as its current practice based on the amended regulation and recommended that the regulation be reconsidered. As the Ministry took no steps to implement the Ombudsman's recommendation, the Ombudsman issued a final report. In this report he noted that ODSP recipients are among the more vulnerable in our society and that necessary medical transportation costs, even if under $15 a month, may be a significant burden. He concluded that the Ministry's earlier policy had been both unreasonable and contrary to law.

The Ombudsman also addressed the Ministry's application of the amended regulation. He noted that the Ministry provided no satisfactory rationale to explain the appropriateness of the $15 threshold and had no statistical information to justify it. The Ombudsman found that this was one of the rare cases that justified a conclusion that a legislative enactment applied by a governmental organization is unfair. The Ombudsman recommended that the regulation be reconsidered and that the Ministry take all steps within its power to have the regulation amended on an expedited basis to remove the $15 threshold. The Ministry has indicated no intention of taking any steps to implement the Ombudsman's recommendation. The Ombudsman continues to monitor the impact of this legislative change.

In this report he noted that ODSP recipients are among the more vulnerable in our society and that necessary medical transportation costs, even if under $15 a month, may be a significant burden. He concluded that the Ministry's earlier policy had been both unreasonable and contrary to law.

Ministry of Correctional Services

The Ombudsman considered the appropriateness of Ms D's placement and treatment while in a correctional facility. Ms D suffers from a mental illness and severe hearing loss. A third party wrote to the Ombudsman expressing concern that Ms D was placed in a segregation cell located behind two heavy doors and could be heard yelling and screaming throughout the night.

An Own Motion investigation revealed that Ms D was placed in a single segregation cell for most of the two months she spent at the facility. She did not receive regular access to showers or daily fresh air required under Ministry of Correctional Services' policy. The facility had attempted unsuccessfully to have Ms D transferred to an institution that could more appropriately accommodate her needs.

The Ombudsman tentatively concluded that the Ministry had failed to provide Ms D with a proper placement and recommended that the Ministry should ensure that inmates with special needs are placed in appropriate facilities. The Ombudsman tentatively recommended that the Ministry take steps to ensure that staff comply with Ministry policies relating to administrative segregation. The

Ombudsman also expressed concern regarding the adequacy of the facility's transfer documentation.

In response, the Ministry acknowledged that the conditions of Ms D's confinement had not met expected levels of care and agreed to implement the Ombudsman's recommendations. In future, superintendents and health care coordinators will assess inmates identified as having special needs upon admission and determine whether they can accommodate the individual. If not, a properly documented transfer request will be submitted to an appropriate facility. In order to ensure that inmates receive their proper entitlement to showers and exercise while in segregation, and that record-keeping is satisfactory, superintendents will be instructed to conduct annual audits. Deficiencies will be followed up by the Ministry's Audit Branch.

Year

- Complaints About Us
- Accessing Our Services
- Getting Our Message Out
- Editor's Report
- Statement of Expenditures
- Ombudsman Ontario Organizational Chart

Inside Ombudsman Ontario

During the last fiscal year, the Ombudsman undertook a number of important initiatives to ensure that the structures, policies and processes in place within the organization are effective and help meet the expectations of an increasingly diverse public.

Human resources

In order to ensure that Ombudsman Ontario maintains a progressive approach to human resource management, we began an extensive review of our human resource policies and practices in March of this year. The review includes recruiting, training, performance management, planning, risk management and other topic areas. This comprehensive review will result in an assessment of our current situation, identification of best practices and an action plan for those areas where enhancements are required.

In March of this year, Ombudsman Ontario negotiated a two-year collective agreement with the Office and Professional Employees International Union (OPEIU), the union which represents Ombudsman Ontario's bargaining unit employees. The agreement was achieved prior to the expiration of the previous agreement, thus providing for a smooth transition from the old agreement to the new.

Staff training throughout the year included a one-day workshop on accommodation, in-depth training on the application of the *Ombudsman Act* for complaint services staff and a four-day investigator's workshop that focused on investigative techniques and Ombudsman Ontario procedures and policies. Upgraded computer training was also provided for all members of staff.

Enhanced statistical and data gathering

As a part of our ongoing evaluation program, Ombudsman Ontario is committed to ensuring that the data we collect accurately captures the nature of the office's work and the results obtained.

Last year the office revised the terminology for closed complaints to more accurately describe how a complaint is resolved.

Information technology and web site

In May 2001, Ombudsman Ontario installed an improved telephone system that provides better service to all our offices around the province as well as a more efficient and reliable voice mail system.

Ombudsman Ontario also conducted a self-audit of cases which had been closed without full investigation. This review confirmed that internal performance standards had been met.

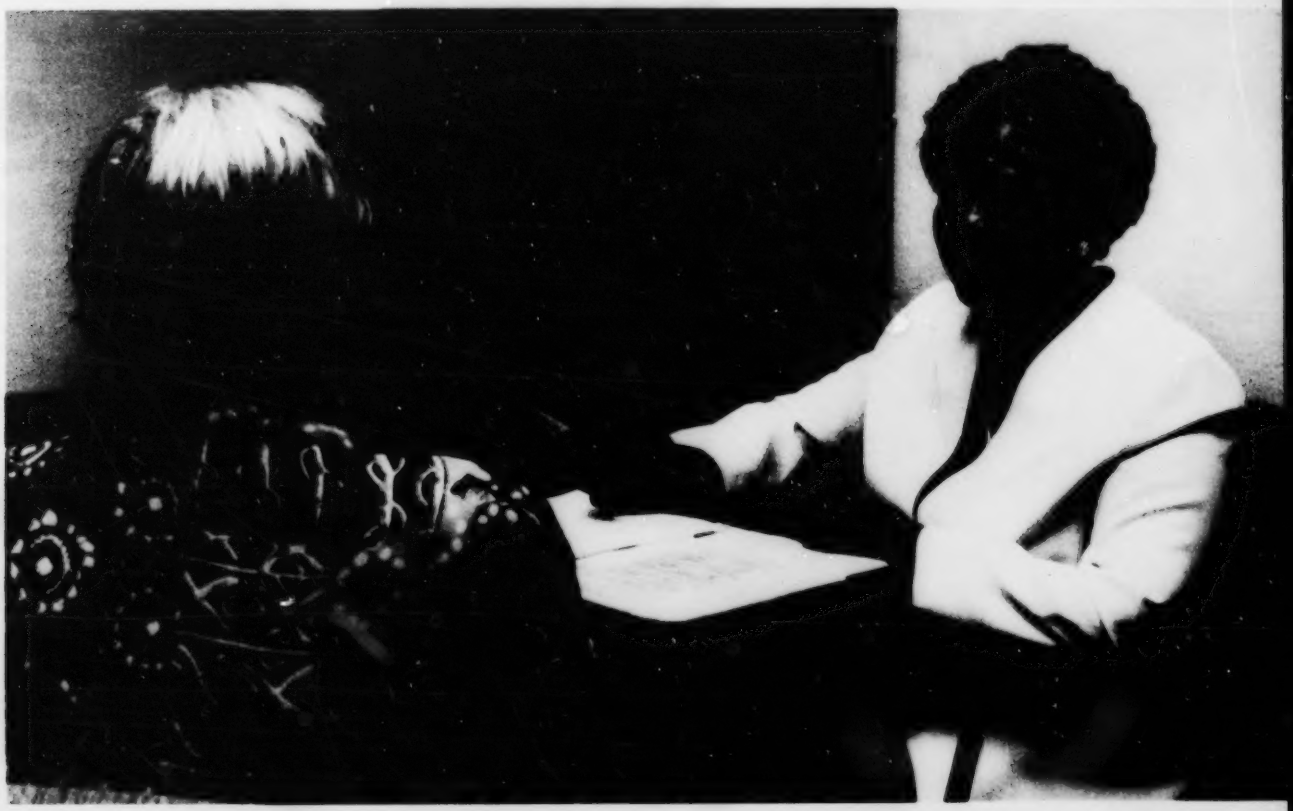
Modifications were made to our case management system to enhance internal accessibility and data collection. Ombudsman Ontario

continues to develop its intranet site to enhance efficiencies, including the creation of a precedent site.

Having undergone a redesign and updating to become more accessible and informative to the public, Ombudsman Ontario's web site was re-launched in the fall of 2001. New features of our site include accessibility for the visually impaired, an employment opportunity section and the ability to update our data internally. General information about Ombudsman Ontario in 31 different languages has also been added to our web site.

International jurisdictions

Ombudsman Ontario continues to respond to requests from other ombudsman jurisdictions around the world to provide information and documentation about our process. During 2001 – 2002 the Ombudsman welcomed visitors from the Ombudsman offices of Germany, Ethiopia, Malta, Thailand, Taiwan, the Republic of Namibia and the Czech Republic.



Complaints About Us

Since 1996, Ombudsman Ontario has had a system in place to review complaints from the public or government employees who are dissatisfied with the manner in which a complaint is handled by staff at Ombudsman Ontario. The review and investigation of such complaints ensure that we are meeting our goals of equitable and timely service, as well as providing an opportunity to improve our service delivery.

During the fiscal year 2001 – 2002, Ombudsman Ontario reviewed 30 complaints made about our office.

This year saw the implementation of changes to the "Complaints About Us" policy along with a streamlining of procedures. The modifications were the result of an evaluation completed in early 2001.

Complaints received are classified into one of three categories: complaints about decisions, opinions and the disposition of a file; complaints about staff conduct; and, complaints about organizational policies and procedures.

During the fiscal year 2001 – 2002, Ombudsman Ontario reviewed 30 complaints made about our office. Of the complaints handled, 22 pertained to decisions, opinions and the disposition of a file; six were about the conduct of staff, while two were about organizational policies and procedures.

In half of the complaints the office received, it was determined that no further action was warranted. The following is a breakdown of outcomes for the remaining complaints:

- In five complaints, our investigative process concerning administrative tribunals was again explained to the complainant.
- A letter upholding and explaining our decision was sent to five complainants.
- Additional information was provided or a referral given in two complaints.
- An apology was issued to complainants in two cases.
- Our file review process was explained to one complainant.

If you have a complaint about us, you are encouraged to first discuss the complaint with the Ombudsman Ontario staff member who has been dealing with your file. Alternatively, you may forward your complaint to Ombudsman Ontario in writing, by telephone, in person, by fax, TTY, or visit our web site at www.ombudsman.on.ca., or contact us by e-mail, info@ombudsman.on.ca.

Accessing Our Service

A United States citizen contacted the Ombudsman to say she had inherited some Mining Stock Certificates and wanted to know where she could find information on the mine. The Access Representative found a specialized mining publication and also determined which provincial organization could provide information on the subject. The Representative also found a private company conducting searches on similar matters, and provided all the information to the caller.

Ombudsman Ontario has provided centralized telephone service for all of its offices since the introduction of the Access Centre in 1997. Access Representatives are trained to provide confidential and accessible service.

The Access Centre answered 35,175 calls from members of the Ontario public over the 2001 – 2002 fiscal year. Access Representatives screen calls and determine whether or not a complaint is within the Ombudsman's jurisdiction. Callers with non-jurisdictional complaints, which can include federal or municipal government matters and complaints regarding the courts and private entities, are often provided with referrals found in an extensive database of organizations. In this fiscal year, Access Centre staff provided information and referrals in response to over 7,000 complaints and inquiries.

The Ombudsman is committed to providing accessible services to the public and the Access Centre's seven-person team speaks over 10 different languages including French, Spanish, Swahili, Lingala, Somali and Russian. In addition, when a caller has a request to discuss his/her concern in a particular language, the representative can either obtain translation assistance among the staff at the Ombudsman's office, or arrange for a professional interpreter to translate the conversation for both parties through an interpreter service.

Getting our Message Out

Although our public education and outreach activities have generally been reduced as a result of budget constraints, starting in the mid-1990's, our office did continue with a variety of community outreach activities during the 2001 – 2002 fiscal year.

In September 2001, under the Ombudsman's direction, a one-year pilot project began to develop strategies to effectively conduct outreach activities in the GTA with groups and individuals who, by virtue of their socio-economic status, are less likely to know about or able to access our services.

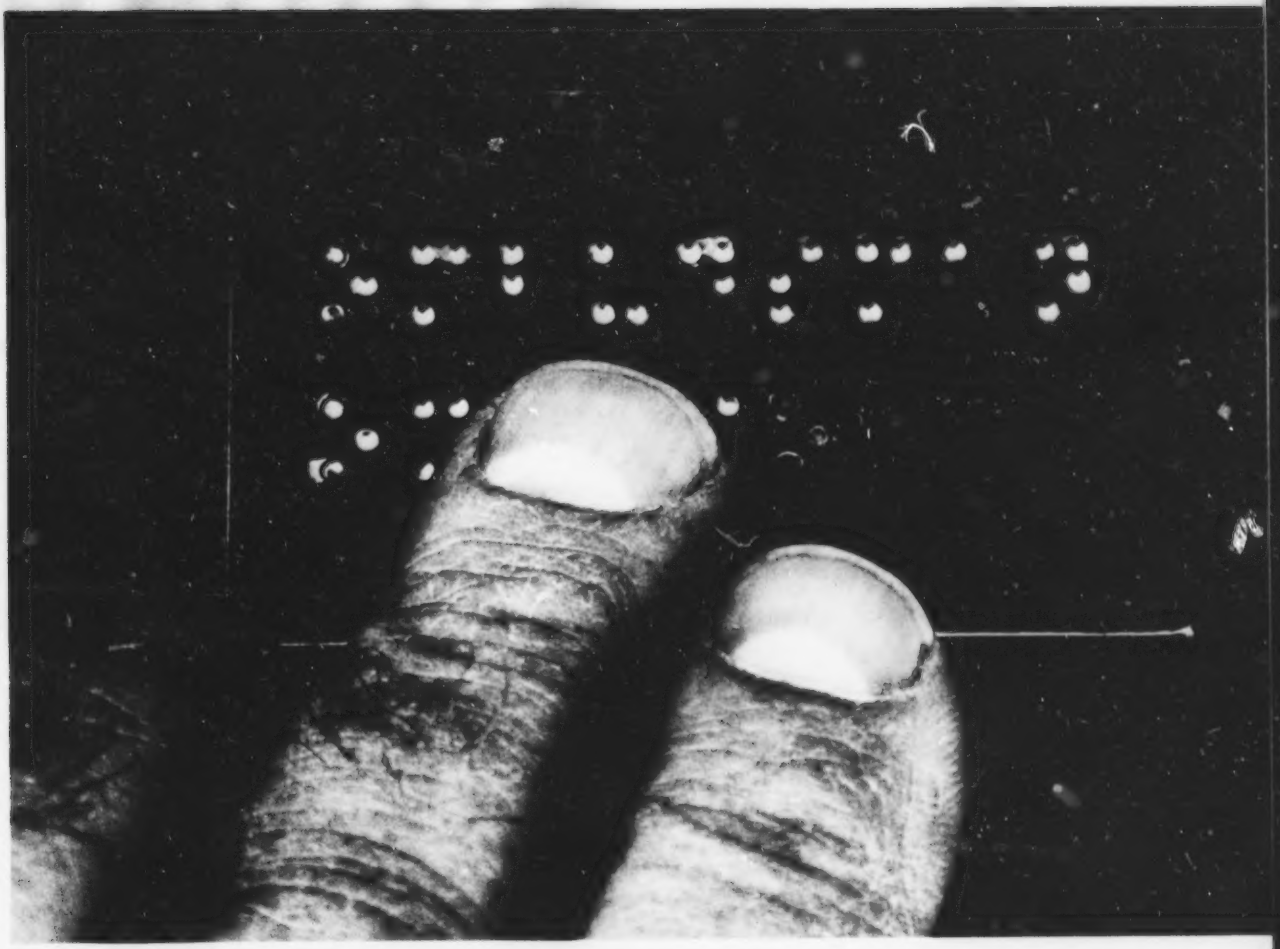
For example, the Sudbury office staff placed special emphasis on holding intake clinics in smaller communities located throughout its north-eastern and central areas while Ombudsman Ontario's Travelling Representative provided services to the area of southwestern Ontario. Over the past year she conducted 121 public education presentations and 41 intake clinics. Staff in the London office combined efforts with the Ottawa office to participate in the annual International Plowing Match held in Navan, just outside of Ottawa. This major agricultural event has been part of Ombudsman Ontario's regional agricultural outreach activity for several years. The Sault Ste. Marie office continued its participation in the Police Community Week event that provides an annual forum for extending awareness of our services to that community. The Thunder Bay staff held intake clinics in Fort Frances, Atikokan, Kenora, Dryden and Sioux Lookout as part of their annual fall trip to the northwest area of the province.

Greater Toronto Area

In recent years our statistical review revealed that complaints to our office from the Greater Toronto Area (GTA) were significantly under-representative of the volume that might be expected given the population living there. The rapid growth of residents in the GTA and the wide diversity of its population reinforced the need to review our approach to community outreach for this very significant area of Ontario's population.

In September 2001, under the Ombudsman's direction, a one-year pilot project began to develop strategies to effectively conduct outreach activities in the GTA with groups and individuals who, by virtue of their socio-economic status, are less likely to know about or able to access our services. It is anticipated that the strategies developed through this project will eventually be applied to broader and increased outreach initiatives throughout the province.

The GTA team selected a number of communities reflecting the lived realities of residing within the boundaries of the GTA. One of the communities that was chosen was a geographical neighbourhood that the 1996 Census data identified as one of the 10 neighbourhoods in Toronto with the lowest levels of income per capita. It also housed many newcomers to Canada, young families with children and



seniors. This is a diverse community in which residents interact with a wide range of government services.

Focus groups were held across the GTA with participants invited from the various community-based organizations, service agencies, school representatives and faith groups. One of the purposes of the project was to build connections within groups and communities to foster continuing awareness of and access to the Ombudsman's services.

The GTA project's efforts to date have increased the overall profile of Ombudsman Ontario significantly among targeted organizations. Over 250 representatives of target groups have now heard about Ombudsman Ontario either through our contacts, the focus groups or subsequent smaller presentations. In late 2002, the final phase of the project will begin with the training of Ombudsman Ontario staff regarding general outreach strategies developed through the GTA project.

Auditor's Report

Office of the
Provincial Auditor
of Ontario

Bureau du
vérificateur provincial
de l'Ontario

Box 105, 15th Floor, 20 Dundas Street West, Toronto, Ontario M5G 2C2
B.P. 105, 15e étage, 20, rue Dundas ouest, Toronto (Ontario) M5G 2C2
(416) 327-2381 Fax: (416) 327-9862

To the Ombudsman:

I have audited the statement of expenditure of Ombudsman Ontario for the year ended March 31, 2002. This financial statement is the responsibility of that organization's management. My responsibility is to express an opinion on this financial statement based on my audit.

I conducted my audit in accordance with Canadian generally accepted auditing standards. Those standards require that I plan and perform an audit to obtain reasonable assurance whether the financial statement is free of material misstatement. An audit includes examining, on a test basis, evidence supporting the amounts and disclosures in the financial statement. An audit also includes assessing the accounting principles used and significant estimates made by management, as well as evaluating the overall financial statement presentation.

In my opinion, this financial statement presents fairly, in all material aspects, the expenditures of Ombudsman Ontario for the year ended March 31, 2002, in accordance with the accounting policies described in note 1 to the financial statement.

Toronto, Ontario
May 8, 2002

J.R. McCarter, CA
Assistant Provincial Auditor

Salary Disclosure

The following list of those earning $100,000 or more in T4 income for the year 2001 is being reported in accordance with the *Public Sector Salary Disclosure Act, 1996*:

Clare Lewis, Q.C., Ombudsman

T4 Income	$154,340.56
T4 Taxable Benefits	$3,693.64

Fiona Crean, Executive Director

T4 Income	$168,649.78
T4 Taxable Benefits	$320.64

Wendy Ray, Legal Counsel

T4 Income	$115,680.11
T4 Taxable Benefits	$243.42

Laura Pettigrew, Legal Counsel

T4 Income	$114,788.70
T4 Taxable Benefits	$243.42

Lenna Bradburn, Director, Complaint Services

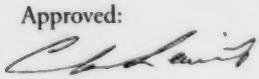
T4 Income	$109,134.12
T4 Taxable Benefits	$263.74

Statement of Expenditure: for the year ended March 31, 2002

Salaries and Wages	5,007,300	4,667,247	4,591,199
Employee Benefits (note 3)	776,200	968,462	956,245
Transportation and Communication	471,900	427,064	449,460
Services	1,391,900	1,474,438	1,480,633
Supplies and Equipment	359,000	465,749	627,178
Sub Total	8,006,300	8,002,960	8,104,715
Less Miscellaneous Revenue	0	18,091	25,430
Net Expenditure	**8,006,300**	**7,984,869**	**8,079,285**

See accompanying notes to financial statement.

Approved:



Ombudsman

Notes to Financial Statement: March 31, 2002

1. Accounting Policies

a) Basis of accounting

Ombudsman Ontario uses a cash basis of accounting which, in the case of expenditures, is modified to allow an additional 30 days to pay for goods and services pertaining to the fiscal year just ended.

b) Furniture, equipment and leasehold improvements

Expenditures on furniture, equipment and leasehold improvements are expensed at the time of purchase.

2. Expenditure and miscellaneous revenue

Expenditures are made out of monies appropriated therefor by the Legislature of the Province of Ontario. Miscellaneous revenue is deposited into the Consolidated Revenue Fund.

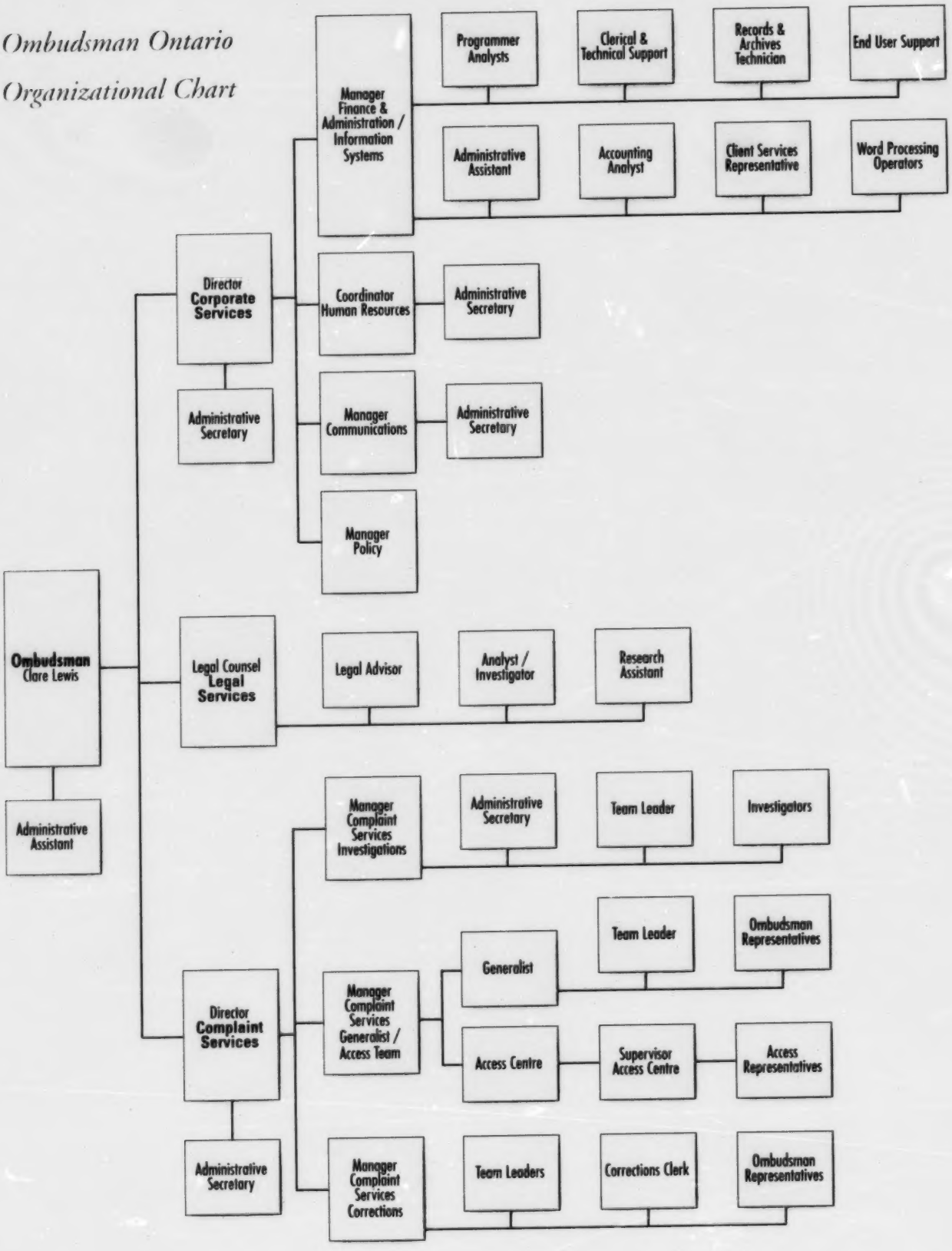
3. Pension Plan

Ombudsman Ontario provides pension benefits for all its full-time employees through participation in the Public Service Pension Fund (PSPF) established by the Province of Ontario.

Ombudsman Ontario's contribution related to the PSPF for the fiscal year 2001/2002 was $149,682 (2000/01 - $264,546) which is included in employee benefits.

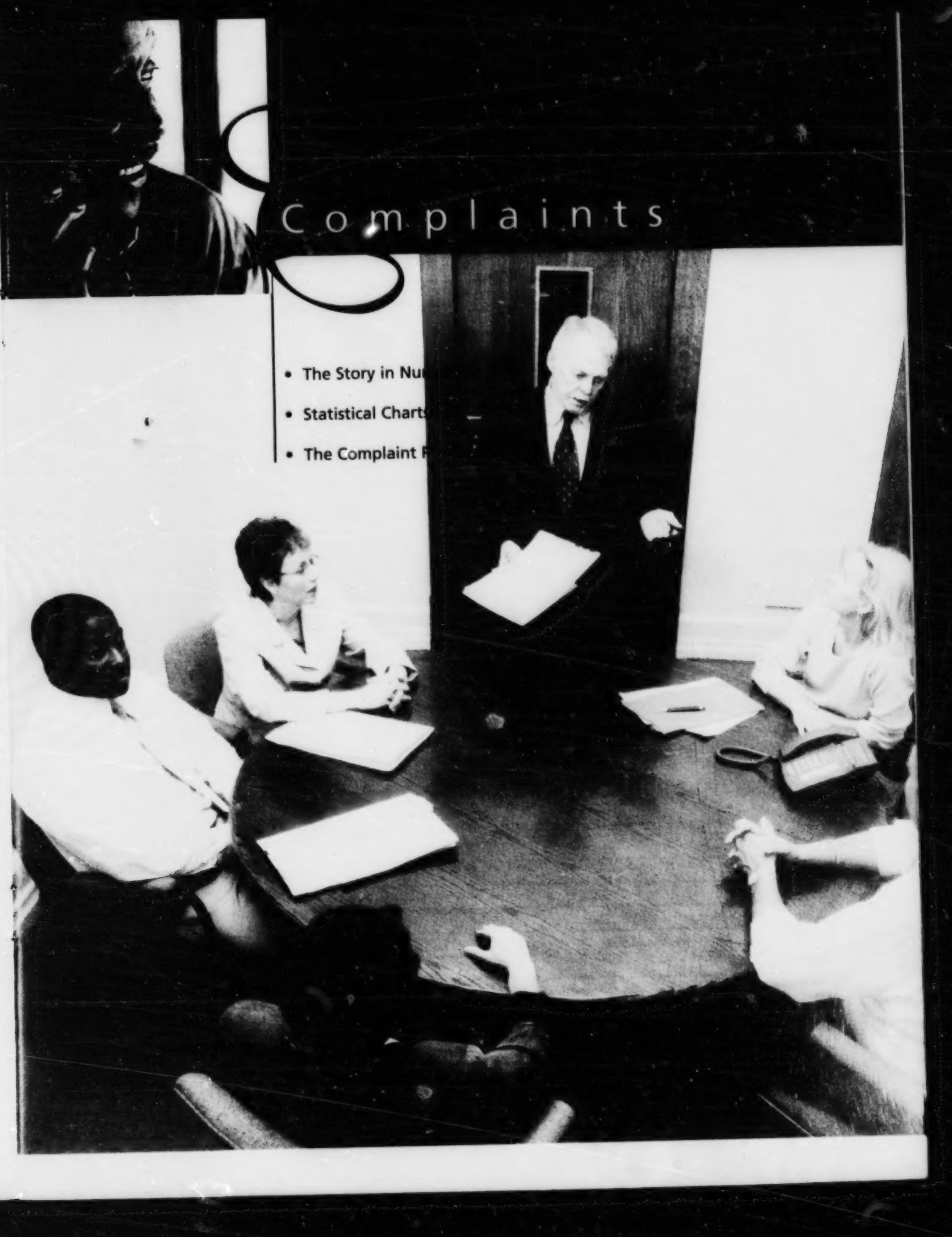
Ombudsman Ontario

Organizational Chart



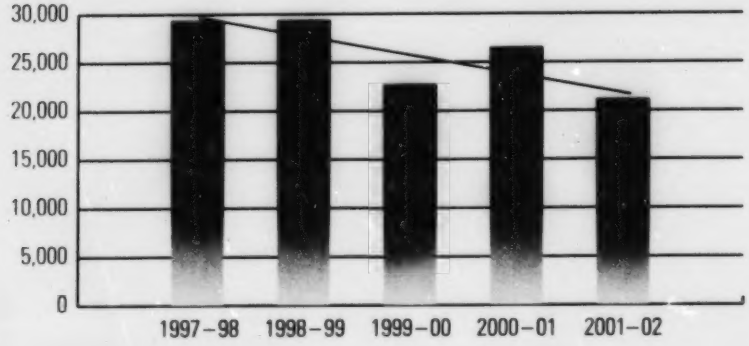
Complaints

- The Story in Nu
- Statistical Charts
- The Complaint F



The Story in Numbers

Total complaints: Fiscal years 1997–1998 to 2001–2002

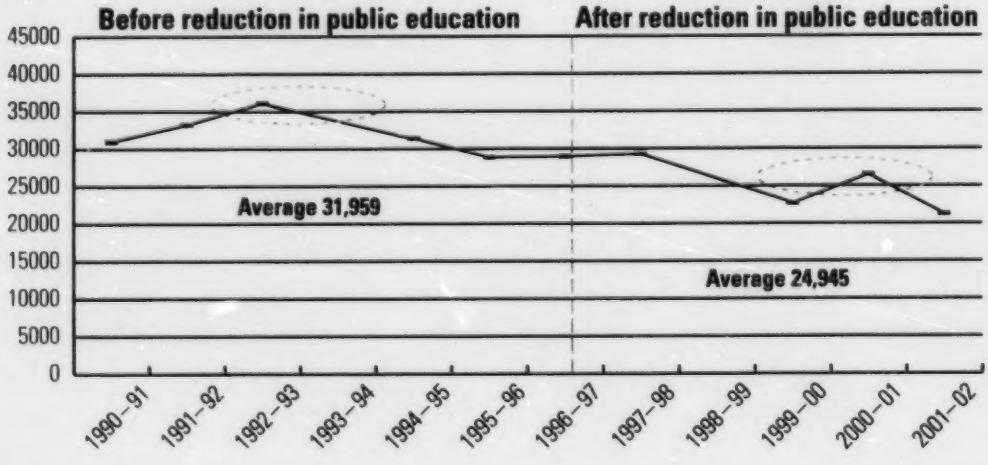


The number of complaints closed declined from 26,538 in 2000–2001 to 21,186 in 2001–2002. As the above graph illustrates, the decline is reflective of a longer-term trend.

A statistical review undertaken by our office this year analyzed complaint data from the past several years and identified a variety of factors that have influenced this downward pattern. These included the significant reduction in public education and outreach activities and changes in procedures for the coding of incoming complaints.

The reduction of public education and outreach activities due to budgetary constraints starting in the 1996–1997 fiscal year has had a long-term impact on the public's level of awareness about Ombudsman Ontario and its services as demonstrated in the following graph.

Complaints closed: 1990–2002



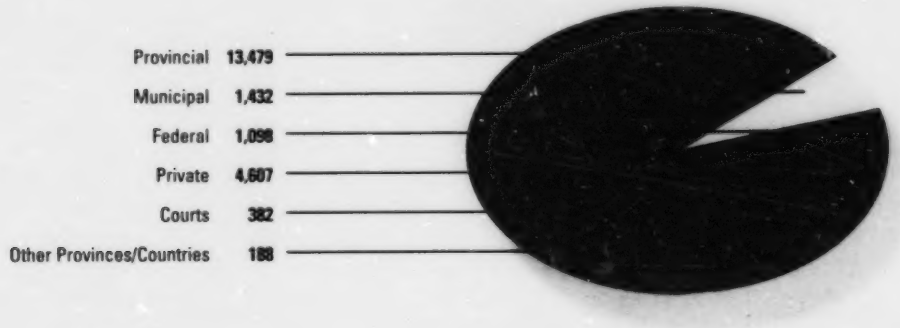
A spike in complaints during an economic recession is evident in both periods but a decline in complaints is clearly apparent after a reduction in public education outreach activities.

Influencing the decline in complaints for this fiscal year have been changes in the way the organization codes incoming complaints. Although the changes more accurately reflect the overall level of complaints, they have resulted in fewer inquiries being closed as complaints.

Of the total number of people who contacted Ombudsman Ontario with complaints and inquiries, 75 percent contacted us by phone; 17 percent wrote to us; four percent visited an Ombudsman Ontario office or met with an Ombudsman Representative at a community meeting; three percent contacted us via the Internet; and, one percent fell into the category of "other," which included complaints received through a Member of Provincial Parliament or through an Own Motion investigation initiated by the Ombudsman.

The following chart provides a breakdown of the total number of complaints and inquiries closed by organizational type.

Complaints and inquiries closed during 2001–2002



Getting results

Of the total complaints and inquiries received, 13,479 related to provincial government organizations and fell within our legislative mandate. In the vast majority of these matters (10,778), assistance was provided through referrals or inquiries made by our staff.

In a timely manner

While 75 percent of all complaints were closed within 24 days of receipt, 50 percent were actually closed within seven days.

However, not all complaints can be resolved quickly. Some involve more complex issues and require a formal investigation. On average these formal investigations were resolved in just over 12 months.

Government complaint trends

The proportion of complaints to our office about provincial government organizations saw an increase of three percent over last year. Excluding complaints received from individuals in provincial correctional facilities, the provincial programs generating the most complaints were the Family Responsibility Office (1,135); Workplace Safety and Insurance Board (751); and the Ontario Disability Support Program (570). Combined, these three accounted for 42.5 percent of the total provincial government complaints received by Ombudsman Ontario – a four percent increase from last year.

In examining the type of complaints received by our office, it became evident that across many provincial organizations there were a significant number of complaints that involved a customer service or communications issue. These included, not being provided with adequate information about a program by a government employee; no communication being received in response to an inquiry; the inability to obtain a file status update; and a delay in receiving benefits.

Top 10 government organizations complained about

Family Responsibility Office	1,135	19.60
Workplace Safety and Insurance Board	751	12.99
Ontario Disability Support Program	570	9.85
Workplace Safety and Insurance Appeals Tribunal	210	3.63
Ontario Student Assistance Program	200	3.46
Ontario Human Rights Commission	164	2.84
Ministry of Transportation – Driver Licensing Program	161	2.78
Legal Aid Ontario	157	2.72
Ontario Rental Housing Tribunal	124	2.27
Ministry of Health and Long-Term Care	109	1.89

Complainant profile

Ombudsman Ontario is committed to delivering services that meet the diverse needs of communities throughout Ontario. One way of helping to achieve this goal is by surveying complainants (excluding complaints from individuals in correctional facilities) to determine the profile of those who contact our office. The survey, which is voluntary and anonymous, collects information about gender, age, race, parental status, disability, Aboriginal/First Nation status and household income. The survey results help the Ombudsman identify groups that are being underserved by our office, as well as track emerging issues of concern for the Ontario public.

The complainant data collected through the survey is also correlated with the complaints we receive about various provincial government organizations. This allows us to better understand the concerns particular groups have about certain government bodies and agencies.

With the release in the coming year of new Statistics Canada data from the 2000 Census, Ombudsman Ontario will be comparing its own survey results with these numbers to help ensure our programs are reaching all groups and communities in the province.

Complainant profile by race

White/Caucasian	84
Racial minority*	9
Aboriginal/First Nation	4
No answer	3

**Includes: Black, East Asian/Southeast Asian, South Asian, other racial minority groups and mixed race.*

Complainant profile – selected groups

People with disabilities	30
Sole-support parents	16
Seniors – age 65 and over	8
Youth – under age 25	3

During the 2001 – 2002 fiscal year there was no dramatic change in the proportion of complaints received from the demographic categories listed in the survey. The percentage of complainants identifying themselves as having an income of less than $30,000 remained at around 48 percent while the proportion of complainants with a disability rose one percent to 30 percent. Showing a slight increase were complaints from sole-support parents which rose from 13 percent to 16 percent.

Other highlights

- Three percent of this year's complaints came from youth, up one per cent from last year. Amongst this demographic group the largest number of complaints, 11 percent, were about the Ontario Student Assistance Program, an increase of two percent over the previous year.
- Complaints from seniors rose slightly to eight percent from seven.
- Continuing a pattern from the past several years, First Nations and aboriginal peoples, though accounting for two percent of Ontario's population, comprised four per cent of survey respondents. This overrepresentation is likely due to the fact that many First Nations and aboriginal peoples live in Northern Ontario, a part of the province where community education efforts were not significantly reduced over the past several years.
- The proportion of respondents identifying themselves as a racial minority rose to nine percent from eight percent last year. However, given that they account for 16 percent of Ontario's population, they are still underrepresented in our complainant data.

In order of frequency, the most common types of jurisdictional complaints investigated by Ombudsman Ontario this year were:

1	Wrong or unreasonable interpretation of criteria, standards, guidelines, regulations, laws, information or evidence	3
2	Failure of governmental organization to adhere to own processes, guidelines or policies or to apply them in a consistent manner	2
3	Adverse impact or discriminatory consequence of a decision or policy on an individual or group	1
4	Insufficient reasons for a decision or no reasons given	7
5	Harrassment by a governmental official; bias; mismanagement; bad faith	4
6	Inadequate or improper investigation conducted	8
7	Denial of service	6
8	Failure to adequately or appropriately communicate with a client	5
9	Unfair settlement imposed; coercion	12
10	Failure to keep a proper record	11
11	Other	9
12	Omission to monitor or manage an agency for which the governmental organization is responsible	14
13	Unreasonable delay	10
14	Failure to provide sufficient or proper notice	13

Outcome of complaints and inquiries closed during 2001–2002

	[illegible]	[illegible]
Discontinued by Complainant		1,275
Discontinued by Ombudsman		30
Resolved in Favour of Complainant		1,522
Resolved in Favour of Government		718
Resolved Independently		409
Inquiry Made/Referral Given/Resolution Facilitated	7,631	9,256
No Action Possible	76	269
Totals of all outcomes	**7,707**	**13,479**

Glossary

- **Discontinued by Ombudsman or complainant:** The Ombudsman may, at his discretion, discontinue an investigation for a variety of reasons including: receipt of additional information indicates that further investigation is unnecessary; the agency has taken steps to resolve the problem; the Ombudsman has previously investigated the case; or the complainant does not, for a number of reasons, wish to pursue the matter.
- **Resolved by Ombudsman in favour of complainant:** The complaint is either supported or some resolution that benefits the complainant is achieved.
- **Resolved by Ombudsman in favour of the government:** The complaint was either not supported or it was determined that the government's conduct did not warrant further investigation. In some cases, suggestions for change of policy or systems are recommended to the governmental organization.
- **Resolved independently:** The complaint is resolved with minimal involvement of the Ombudsman.
- **Inquiry made/Referral given/Resolution facilitated:** Assistance given to resolve a problem through discussion, inquiries of the organization complained about, information shared or other tangible methods of resolution; by giving name and phone number of appropriate jurisdictional organization; or actually calling the organization to confirm jurisdiction to handle the matter and make inquiries.
- **No action possible:** No assistance can be given as the problem can not either adequately be defined, the information given does not require the Ombudsman to take action, the complainant is anonymous, or it is beyond our capacity to facilitate a resolution.

Complaints and inquiries against provincial government organizations by final resolution *(Where a complaint is made against the ministry in general, it is identified as "other")*

MANAGEMENT BOARD									
MANAGEMENT BOARD SECRETARIAT	2	1					18		21
ONTARIO PENSION BOARD							7		7
ONTARIO REALTY CORPORATION							4		4
MINISTER RESPONSIBLE FOR FRANCOPHONE AFFAIRS									
OFFICE OF FRANCOPHONE AFFAIRS							3		3
MINISTER RESPONSIBLE FOR SENIORS									
ONTARIO SENIORS' SECRETARIAT							2		2
MINISTRY OF AGRICULTURE, FOOD AND RURAL AFFAIRS									
OTHER		1					7		8
AGRICORP							1		1
AGRICULTURE, FOOD AND RURAL AFFAIRS APPEAL TRIBUNAL							2		2
FARMLAND PROPERTY TAX PROGRAM		2					2		4
MINISTRY OF CITIZENSHIP									
OTHER							1		1
ONTARIO HUMAN RIGHTS COMMISSION	10	20	1	1	3		116	13	164
MINISTRY OF COMMUNITY AND SOCIAL SERVICES									
OTHER	1	5		1	1		88	1	97
ADOPTION DISCLOSURE REGISTER							5		5
DISABILITY ADJUDICATION UNIT	4						29		33
FAMILY BENEFITS					1		8		9
FAMILY RESPONSIBILITY OFFICE	125	35	5	15	7		926	22	1135
OFFICE OF CHILD AND FAMILY SERVICE ADVOCACY							14		14
ONTARIO DISABILITY SUPPORT PROGRAM	42	30		9	4		477	8	570
SOCIAL ASSISTANCE REVIEW BOARD	1				1				2
SOCIAL BENEFITS TRIBUNAL	4	12		1	1		77	5	100
SPECIAL SERVICES AT HOME PROGRAM							10		10
THISTLETOWN REGIONAL CENTRE							1		1
YOUNG OFFENDER FACILITIES					2	1	6		9
MINISTRY OF CONSUMER AND BUSINESS SERVICES									
OTHER	2	1			1	1	61	1	67
ALCOHOL AND GAMING COMMISSION OF ONTARIO	5			1			17		23
LICENCE APPEAL TRIBUNAL		2					4		6
LIQUOR CONTROL BOARD OF ONTARIO							6		6
OFFICE OF THE REGISTRAR GENERAL	7			1	1		47	2	58
MINISTRY OF CORRECTIONAL SERVICES									
OTHER	4			1	2		39	1	47
CORRECTIONAL CENTRES	429	141		113	382	2	1558	40	2665
DETENTION CENTRES	395	104	1	128	333	19	1427	40	2447
JAILS	300	126	4	88	411	2	1339	38	2308
ONTARIO PAROLE AND EARNED RELEASE BOARD					2		6		8
PROBATION AND PAROLE SERVICES	1			1			27		29
YOUNG OFFENDER FACILITIES	25	15		14	46		92	1	193
MINISTRY OF ECONOMIC DEVELOPMENT AND TRADE									
OTHER							4		4
MINISTRY OF EDUCATION									
OTHER	2	1			2		31	2	38
ONTARIO SPECIAL EDUCATION TRIBUNAL							2		2

Complaints and inquiries against provincial government organizations by final resolution *(Where a complaint is made against the ministry in general, it is identified as "other")*

	Complaint Resolved by Ombudsman in favour of:				Investigation Discontinued			No Action Possible	
MINISTRY OF ENERGY, SCIENCE AND TECHNOLOGY									
OTHER							10		10
HYDRO ONE INC.	12			2	1		69	2	86
ONTARIO ELECTRICITY FINANCIAL CORP.		1					3		4
ONTARIO POWER GENERATION INC.								1	1
ONTARIO ENERGY BOARD	3						18		21
MINISTRY OF FINANCE									
OTHER	2			1			26	1	30
FINANCIAL SERVICES COMMISSION OF ONTARIO	1	2					84	1	88
FINANCIAL SERVICES TRIBUNAL							1		1
MOTOR VEHICLE ACCIDENT CLAIMS FUND	1						6		7
MUNICIPAL PROPERTY ASSESSMENT CORPORATION							19	1	20
ONTARIO SECURITIES COMMISSION		2					8		10
PROVINCIAL TAX PROGRAMS (NON PST)	1			1			10		12
RETAIL SALES TAX (PST)	4			1			25	1	31
MINISTRY OF HEALTH AND LONG TERM CARE									
OTHER	8	3		1			92	5	109
ASSISTIVE DEVICES / HOME OXYGEN PROGRAMS							13		13
CANCER CARE ONTARIO							3		3
CONSENT AND CAPACITY BOARD						1	3		4
DRUG PROGRAMS BRANCH – ONTARIO DRUG BENEFIT PROGRAM					1		12		13
DRUG PROGRAMS BRANCH – SECTION 8 REQUESTS		1					5		6
DRUG PROGRAMS BRANCH – TRILLIUM DRUG PROGRAM	5			1	1		24	1	32
HEALTH PROFESSIONS APPEAL AND REVIEW BOARD		7			2		19		28
HEALTH SERVICES APPEAL AND REVIEW BOARD	1	2			2		6		11
LONG TERM CARE PROGRAM	2						3		5
NORTHERN HEALTH TRAVEL GRANT	1	1			2	2	23	1	30
ONTARIO HEALTH INSURANCE PLAN	3	3		1			79	1	87
PATIENT ADVOCATES					1		9		10
PSYCHIATRIC HOSPITALS/MENTAL HEALTH CENTRES	2	12					47	2	63
MINISTRY OF LABOUR									
OTHER		1			1		42	1	45
EMPLOYMENT PRACTICES BRANCH	1						39	1	41
GRIEVANCE SETTLEMENT BOARD		1					3		4
OFFICE OF THE EMPLOYER ADVISER							2		2
OFFICE OF THE WORKER ADVISER	4	2		1			29	1	37
ONTARIO LABOUR RELATIONS BOARD	4	11			3		30	2	50
PAY EQUITY COMMISSION	1						3		4
PUBLIC SERVICE GRIEVANCE BOARD		1							1
WORKPLACE SAFETY AND INSURANCE APPEALS TRIBUNAL	7	56		1	16		120	10	210
WORKPLACE SAFETY AND INSURANCE BOARD	32	10		6	9	1	672	21	751
MINISTRY OF MUNICIPAL AFFAIRS AND HOUSING									
OTHER	3						26	3	32
ONTARIO MUNICIPAL EMPLOYEES RETIREMENT BOARD							3		3
ONTARIO RENTAL HOUSING TRIBUNAL	3	10	1	2	6		94	8	124
MINISTRY OF NATURAL RESOURCES									
OTHER		4			4		34	2	44
CROWN LAND	1	4			1		9		15
LICENCES/TAGS	1						13	1	15
PROVINCIAL PARKS							8		8

Complaints and inquiries against provincial government organizations by final resolution *(Where a complaint is made against the ministry in general, it is identified as "other")*

ORGANIZATION	Complaint Resolved by Ombudsman in favour of: Complainant	Gov't Org	Gov't Org with Suggest.	Independently Resolved	Investigation Discontinued By Gov't	By Ombs.	Resolution Facilitated/ Informal Close Inquiry Made	No Action Possible	Total
MINISTRY OF NORTHERN DEVELOPMENT AND MINES									
OTHER							4		4
ONTARIO NORTHLAND TRANSPORTATION COMMISSION							2		2
MINISTRY OF THE ATTORNEY GENERAL									
OTHER	2			1			29	1	33
ASSESSMENT REVIEW BOARD		4			4		13	1	22
CHILDREN'S LAWYER	1						15		16
CRIMINAL INJURIES COMPENSATION BOARD	4	2					14		20
CROWN ATTORNEYS							11	1	12
LEGAL AID ONTARIO	14	3		3	3	1	129	4	157
ONTARIO MUNICIPAL BOARD		1		1	1		11		14
PUBLIC GUARDIAN AND TRUSTEE	5	7		2	1		80	2	97
MINISTRY OF THE ENVIRONMENT									
OTHER	1	2	2				37		42
ENVIRONMENTAL REVIEW TRIBUNAL					1		1		2
ONTARIO'S DRIVE CLEAN PROGRAM	1	2					11		14
MINIST..Y OF THE SOLICITOR GENERAL									
OTHER	1	2			2		12		17
OFFICE OF THE CHIEF CORONER	2	2					4		8
OFFICE OF THE FIRE MARSHAL	1								1
ONTARIO CIVILIAN COMMISSION ON POLICE SERVICES (FORMERLY OPC)							15		15
ONTARIO PROVINCIAL POLICE							30		30
MINISTRY OF TOURISM, CULTURE AND RECREATION									
OTHER							5		5
ART GALLERY OF ONTARIO							1		1
ONTARIO ARTS COUNCIL							3		3
ONTARIO LOTTERY AND GAMING CORPORATION	2		1				9		12
ONTARIO SCIENCE CENTRE							1		1
ONTARIO TRILLIUM FOUNDATION		1					2		3
ROYAL ONTARIO MUSEUM							2		2
MINISTRY OF TRAINING, COLLEGES AND UNIVERSITIES									
OTHER		1		1			19		21
COLLEGES OF APPLIED ARTS AND TECHNOLOGY		6			1		21		28
ONTARIO STUDENT ASSISTANCE PROGRAM	10	13	2	2	6		160	7	200
MINISTRY OF TRANSPORTATION									
OTHER	1	3		2			53	3	62
ONTARIO HIGHWAY TRANSPORT BOARD	1								1
TORONTO AREA TRANSIT OPERATING AUTHORITY							1		1
DRIVER LICENSING	6	16		1	2		131	5	161
HIGHWAYS	1	1					19	1	22
MEDICAL REVIEW SECTION	5	2		2	2		66		77
DRIVER EXAMINATION CENTRES	1	2			1		10	2	16
VEHICLE LICENSING	1	1		2	1		28		33
ONTARIO GOVERNMENT									
OTHER							68		68
ENVIRONMENTAL COMMISSIONER OF ONTARIO							2		2
INFORMATION AND PRIVACY COMMISSIONER/ONTARIO							20	1	21
OFFICE OF THE INTEGRITY COMMISSIONER							1		1
OFFICE OF THE LIEUTENANT GOVERNOR							1		1
OFFICE OF THE PREMIER							6		6
OFFICE OF THE PROVINCIAL AUDITOR							1		1

*Complaints and inquiries against the Ministry of Correctional Services**

STAFF CONDUCT	738
HEALTH – ADEQUACY OF CARE	567
LIVING CONDITIONS – FOOD/DIET	497
CLASSIFICATION OR TRANSFER WITHIN THE PROVINCIAL SYSTEM	439
HEALTH – MEDICATION (OTHER)	401
LIVING CONDITIONS	364
PERSONAL/INMATE PROPERTY	355
YARD	345
LIVING CONDITIONS – CLOTHING SIZE, CONDITION ETC.	301
RESPONSES TO INMATE REQUESTS	272
HEALTH – DELAY	255
LIVING CONDITIONS – CLEANLINESS, HYGIENE, SANITATION	252
OTHER	247
CORRESPONDENCE	212
TELEPHONE ACCESS/USE	205
CANTEEN	181
ADMINISTRATIVE SEGREGATION	166
LIVING CONDITIONS – LOCKUP	165
LIVING CONDITIONS – OVERCROWDING	160
LIVING CONDITIONS – HEATING, VENTILATION, AIR	152
INMATE MISCONDUCT ISSUANCE ADJUDICATION	150
LIVING CONDITIONS – SEGREGATION	146
HEALTH – PRESCRIPTION REQUEST	141
HEALTH – OTHER	138
VISITING PRIVILEGES	133
SECURITY – LOCKDOWN	131
LIVING CONDITIONS – PERSONAL HYGIENE	129

INMATE TRUST ACCOUNT	126
ALLEGATIONS OF EXCESSIVE FORCE – STAFF MISCONDUCT	113
LIVING CONDITIONS – BEDDING/MATTRESSES/ TOWELS	112
POLICY/PRACTICE	105
HEALTH – MEDICAL DIET	104
OMBUDSMAN ACCESS (LETTER OR PHONE)	90
HEALTH – SPECIALIST APPOINTMENTS	86
INMATE–INMATE DISPUTES/ASSAULTS	82
DISCRETIONARY PROGRAM DECISIONS/ACCESS TO PROGRAM	79
SPECIAL NEEDS/TREATMENT UNIT	78
ADMINISTRATION – OTHER	76
LIVING CONDITIONS – SMOKING	75
HEALTH – DENTAL – PREVENTATIVE OR RESTORATIVE	72
HEALTH – DENTAL – EMERGENCY	69
HEALTH – CONTINUITY OF CARE (ADMISSIONS)	65
ADMINISTRATION – DELAY	64
CONFINEMENT SEGREGATION	61
CLASSIFICATION – OTHER	61
PAROLE – COMMUNITY SERVICES/PPO	59
HEALTH – METHADONE PROGRAM	58
LOST EARNED REMISSION	57
COMMITTAL/SENTENCE CALCULATION	57
RELIGIOUS OR LIFE STYLE DIET	55
TEMPORARY ABSENCE PASSES	54
HEALTH – GENERAL DENTAL	53
SEARCHES	52
HEALTH – STAFF CONDUCT	51
PROTECTIVE CUSTODY	44

** As any given complaint may have multiple subject categories assigned to it, these numbers do not reflect the total number of complaints.*

*Complaints and inquiries against the Ministry of Correctional Services**

[redacted]	
LIVING CONDITIONS – CELL TIME	42
RELIGIOUS/SPIRITUAL OBSERVANCE	42
CLASSIFICATION OR TRANSFER TO FEDERAL SYSTEM	39
INTERMITTENT SENTENCE	37
HEALTH – MEDICAL APPLIANCES/DEVICES REQUESTS	36
INSTITUTIONAL DISCIPLINE – OTHER THAN INMATE MISCONDUCT	35
ADMINISTRATION – UNFAIRNESS	34
HEALTH – SECOND MEDICAL OPINION REQUESTS	31
NEWSPAPER SUBSCRIPTIONS/DELIVERY	28
HEALTH – DIAGNOSIS	28
HEALTH – CONTINUITY OF CARE (TRANSFER)	27
REQUEST FOR PROCEDURAL INFORMATION	26
HEALTH – HOSPITAL VISITS/ ADMISSION	26
ADMINISTRATION – NO RESPONSE TO CORRESPONDENCE	25
PRE–RELEASE	24
RACE RELATED COMPLAINTS	24
HEALTH – GLASSES, EYE CARE	22
REQUEST FOR PHONE NUMBER OR ADDRESS	22
HEALTH – DENTAL – DENTAL APPLIANCES/DENTURES	19
INMATE TRANSPORTATION UPON RELEASE	16
HEALTH – HIV/AIDS	17
PROBATION	15
MENTAL HEALTH CARE	14
COMPLAINANT IS ON IMMIGRATION HOLD	14
HEALTH – SMOKING CESSATION ASSISTANCE	13
INMATE INSTITUTION GUIDE	10
ALLEGATIONS OF REPRISAL FOR OMBUDSMAN CONTACT	10
ELECTRONIC MONITORING	10

[redacted]	
HEALTH – MEDICAL SEGREGATION	10
FREEDOM OF INFORMATION /PROTECTION OF PRIVACY	9
HEALTH – SUICIDE WATCH	9
ADMINISTRATION – INADEQUATE/ NO COMMUNICATION RECEIVED	9
LOST EARNED REMISSION PUNITIVE SEGREGATION	9
TRANSFER–FEDERAL INSTITUTION	7
FRENCH LANGUAGE SERVICES	7
ADMINISTRATION – PROGRAM INFORMATION INADEQUATE	7
ADMINISTRATION – BIAS	7
HEALTH – HEPATITIS	6
MEALS AT COURT	6
BAILIFFS	6
HEALTH – HUNGER STRIKE – FOOD WATCH	6
LEGAL AID	6
HEALTH – SEGREGATION	6
CHARTER OF RIGHTS/HUMAN RIGHTS	6
EMPLOYMENT – OTHER	6
ADMINISTRATION – UNABLE TO OBTAIN FILE STATUS UPDATE	4
BOARD OF PAROLE – DECISION RELATED	4
HEALTH – MEDICAL CONFIDENTIALITY/PRIVACY	4
LIVING CONDITIONS – IMMIGRATION HOLD	3
ADMINISTRATION – EXCESSIVE BUREAUCRACY	2
HEALTH – PRE–NATAL CARE	1
NEPOTISM	1
RESTRUCTURING	1
ACCESS TO SERVICES (TECHNOLOGY) – INTERNET	1
EMPLOYMENT – UNFAIR COMPETITION	1

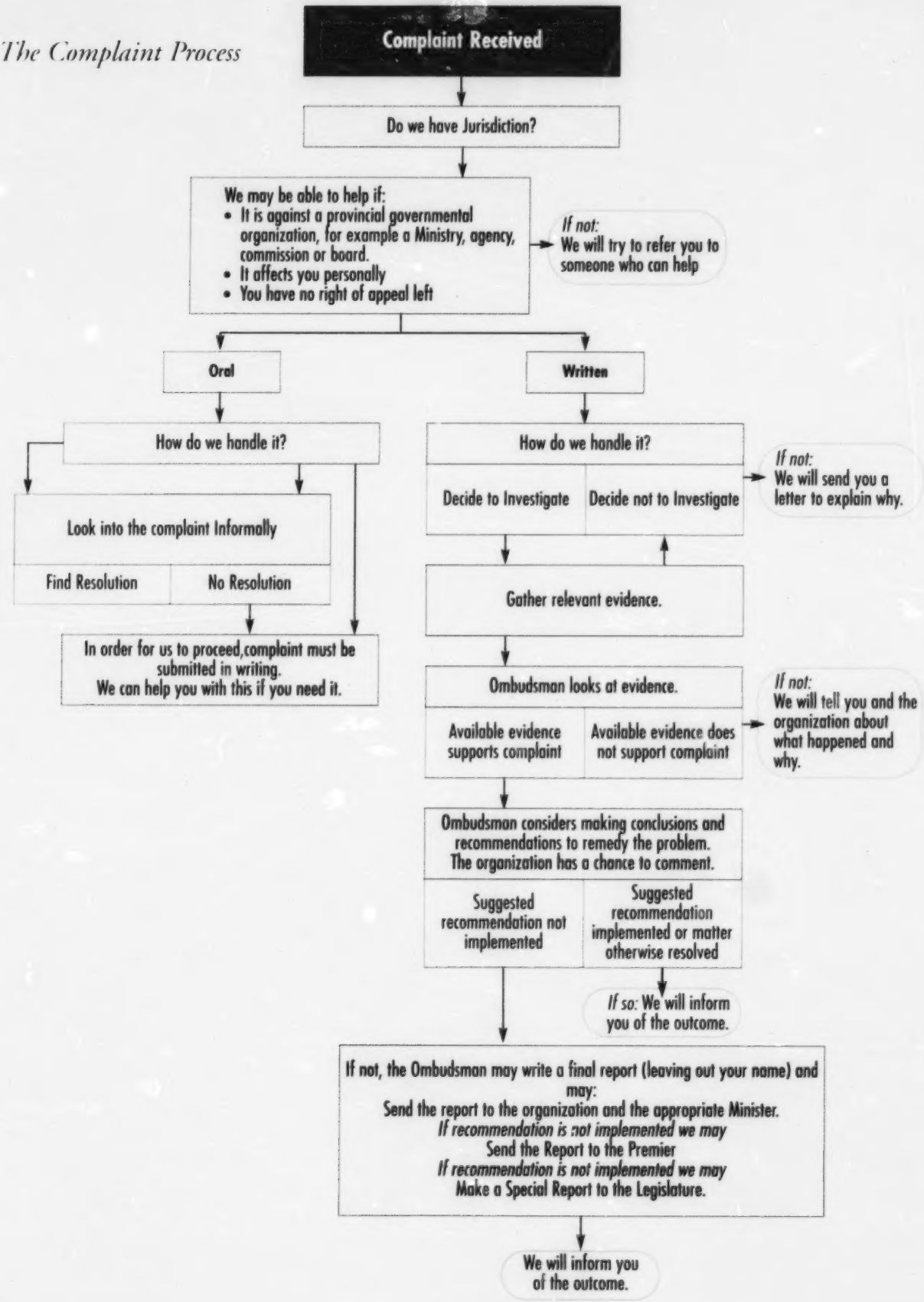
** As any given complaint may have multiple subject categories assigned to it, these numbers do not reflect the total number of complaints.*

*Complaints and inquiries by provincial ridings (excluding complaints against the Ministry of Correctional Services)**

Riding	Total
Algoma – Manitoulin	232
Ancaster – Dundas – Flamborough	
Aldershot	28
Barrie – Simcoe – Bradford	100
Beaches – East York	53
Bramalea – Gore – Malton	
Springdale	42
Brampton Centre	42
Brampton West – Mississauga	41
Brant	89
Bruce – Grey – Owen Sound	137
Burlington	46
Cambridge	59
Chatham – Kent – Essex	143
Davenport	50
Don Valley East	25
Don Valley West	27
Dufferin – Peel – Wellington	
Grey	70
Durham	48
Eglinton – Lawrence	42
Elgin – Middlesex – London	119
Erie – Lincoln	54
Essex	105
Etobicoke – Lakeshore	49
Etobicoke Centre	33
Etobicoke North	75
Glengarry – Prescott – Russell	55
Guelph – Wellington	94
Haldimand – Norfolk – Brant	106
Haliburton – Victoria – Brock	108
Halton	79
Hamilton East	75
Hamilton General Area	1
Hamilton Mountain	70
Hamilton West	90
Hastings – Frontenac – Lennox and Addington	102
Huron – Bruce	82
Kenora – Rainy River	153
Kingston and The Islands	78
Kitchener – Waterloo	58
Kitchener Centre	77
Lambton – Kent – Middlesex	87
Lanark – Carleton	76
Leeds – Grenville	97
London – Fanshawe	91
London General Area	8
London North Centre	136
London West	102
Markham	24
Mississauga Centre	42
Mississuaga East	22
Mississauga General Area	3
Mississauga West	2
Mississuaga South	73
Nepean – Carleton	36
Niagara Centre	72
Niagara Falls	60
Nickel Belt	114
Nipissing	144
Northumberland	88
Oak Ridges	38
Oakville	48
Oshawa	73
Oshawa General Area	2
Ottawa Centre	77
Ottawa – Orléans	40
Ottawa South	37
Ottawa – Vanier	48
Ottawa West – Nepean	90
Ottawa General Area	6
Out Of Province/International	207
Oxford	96
Parkdale – High Park	59
Parry Sound – Muskoka	149
Perth – Middlesex	56
Peterborough	81
Pickering – Ajax – Uxbridge	34
Prince Edward – Hastings	85
Renfrew – Nipissing – Pembroke	101
Sarnia – Lambton	108
Sault Ste. Marie	417
Scarborough – Agincourt	29
Scarborough – Rouge River	24
Scarborough Centre	41
Scarborough East	39
Scarborough Southwest	53
Simcoe – Grey	84
Simcoe North	137
St. Catharines	86
St. Paul's	64
Stoney Creek	53
Stormont – Dundas	
Charlottenburgh	58
Sudbury	143
Sudbury General Area	1
Thornhill	35
Thunder Bay – Atikokan	120
Thunder Bay – Superior North	163
Thunder Bay General Area	1
Timiskaming – Cochrane	165
Timmins – James Bay	126
Toronto – Danforth	73
Toronto Centre – Rosedale	105
Toronto General Area	29
Trinity – Spadina	58
Unknown	45
Vaughan – King – Aurora	39
Waterloo – Wellington	50
Whitby – Ajax	59
Willowdale	29
Windsor – St. Clair	106
Windsor General Area	5
Windsor West	132
York Centre	52
York North	46
York South – Weston	33
York West	32

** Where address information is available*

The Complaint Process


Complaint Received
Do we have Jurisdiction?
We may be able to help if:
• It is against a provincial governmental organization, for example a Ministry, agency, commission or board.
• It affects you personally
• You have no right of appeal left
If not:
We will try to refer you to someone who can help
Oral
Written
How do we handle it?
Look into the complaint Informally
Find Resolution
No Resolution
In order for us to proceed,complaint must be submitted in writing.
We can help you with this if you need it.
How do we handle it?
Decide to Investigate
Decide not to Investigate
If not:
We will send you a letter to explain why.
Gather relevant evidence.
Ombudsman looks at evidence.
Available evidence supports complaint
Available evidence does not support complaint
If not:
We will tell you and the organization about what happened and why.
Ombudsman considers making conclusions and recommendations to remedy the problem.
The organization has a chance to comment.
Suggested recommendation not implemented
Suggested recommendation implemented or matter otherwise resolved
If so: We will inform you of the outcome.
If not, the Ombudsman may write a final report (leaving out your name) and may:
Send the report to the organization and the appropriate Minister.
If recommendation is not implemented we may
Send the Report to the Premier
If recommendation is not implemented we may
Make a Special Report to the Legislature.
We will inform you of the outcome.

Case

- [illegible] boards and commissions
- [illegible]

The following case stories, summarized by [illegible] staff, are representative of the inquiries and investigations we conduct on a daily basis. The names of the complainants have been removed to protect their privacy.

Agencies, Boards and Commissions

Ontario Human Rights Commission

Commission revisits two cases

Ms Y contacted our office to complain about the Ontario Human Rights Commission. Following a review of the Commission's file, it appeared that Ms Y may have made a submission to the Commission that was not considered by the Commissioners when making their decisions on her case. Our office contacted the Commission to discuss this matter. As a result, the Commission advised the parties that it may have breached its duty of procedural fairness and indicated that the matter would be returned to the Commissioners with a recommendation that its original decision be declared invalid.

Dear Ombudsman...

Within a few minutes of calling your office, I felt your empathetic concern, and although you made no promises, you were committed to resolve the issue. What I remember most about my dealings with your office is the compassion, concern and understanding. In my brief encounter with your office, you demonstrated to me how power can be used in a compassionate way to help others.

Ms R complained about decisions of the Ontario Human Rights Commission. After reviewing Commission files that did not appear to be complete, we asked the Commission to confirm what materials it considered in arriving at its decisions. The Commission indicated that some documents had not been appropriately filed and not all of the necessary submissions had been made available to the Commissioners. The Commission undertook to place the case before the Commission again.

Assessment Review Board

Board revises information

Mr. J complained about the criteria used by the Assessment Review Board in considering his case. His case was not investigated, as he had not pursued an opportunity to request reasons and reconsideration of the Board's decision. However, Mr. J raised a general issue relating to the Board's practice of considering only limited sales information in determining the assessed value of property. The Ombudsman contacted the Board regarding this. As a result, the Board revised the information available on its website to indicate that in some cases it may consider sales information from years other than the valuation year or the years immediately preceding or following the valuation year. The Board also undertook to ensure that its printed material would be similarly amended.

Board schedules new hearing

Mr. Q complained about the Ontario Property Assessment Corporation and the Assessment Review Board. He had filed appeals regarding his property assessments for 1998, 1999 and a 1998 supplementary assessment. Prior to a Board hearing, the Corporation's assessor and Mr. Q agreed that the assessed values would be reduced. Mr. Q was told he did not need to attend the hearing, and that the Corporation would file the necessary papers and recommend that the

Board sanction the agreement. Decisions were subsequently rendered by the Board confirming the reductions in the assessed values.

Mr. Q later learned that the decisions did not address the 1998 supplementary assessment. He contacted the Corporation and the Board and was told the deadlines to appeal the supplementary assessment had expired. As a result of an Ombudsman Representative contacting staff at both agencies, it was arranged that Mr. Q write to the Chair of the Board regarding the matter. Mr. Q was later advised that a hearing would be scheduled to allow him to present his case. Mr. Q was eventually successful in obtaining an extension of the reduction to the 1998 supplementary assessment.

Alcohol and Gaming Commission of Ontario

No licence required

Ms T was organizing a worship service for a Sunday morning at a recreational complex and was advised that a special occasion licence was required, as communion wine would be consumed during the service. The Alcohol and Gaming Commission of Ontario advised that it would not approve the licence, as the service was scheduled for 10:00 a.m. on Sunday. An Ombudsman Representative called the Commission. As a result, the Commission reviewed the situation and determined that the *Religious Freedom Act* applied and that a liquor licence was not required.

Ontario Labour Relations Board

Board's decision supported

Mr. E complained about the Ontario Labour Relations Board's decision not to proceed with his application on the basis of delay. The Ombudsman agreed that there had been a considerable delay on Mr. E's part in filing his application and noted he could not provide a credible explanation for not filing his application sooner.
Mr. E's file was accordingly closed.

Dear Ombudsman...

Your staff's patience and perseverance helped me overcome many difficult and frustrating scenarios. He was steadfast in his commitment to bring the case to a close. He was not only very likeable and easy to talk to – he was also very professional in his job.

Board addresses Ombudsman's concerns

Mr. C complained that the Ontario Labour Relations Board had misled him about the purpose of a mediation session, a staff member had demonstrated bias and the Board had not replied to correspondence. The Board agreed that its general information pamphlet could be misinterpreted and undertook to amend it. The Ombudsman did not find any reason to question the Board's decision to dismiss Mr. C's application. He did not find that the Board staff member's remarks displayed bias. However, he did suggest that Board staff should take more care with language used before unrepresented parties. The Board

responded to this issue by advising that its staff had been cautioned to 'maintain an air of professionalism at all times'. The Ombudsman found that the Board had not responded to correspondence from Mr. C. In response, the Board indicated that it had implemented a more effective log for correspondence, which would ensure better complaint-handling.

Board reimburses complainant

Mr. R contacted the Ontario Labour Relations Board to inquire whether he could bring a court reporter to a consultation. Based on the message Board staff left on his answering machine, Mr. R hired a court reporter. However, at the consultation, the Vice-Chair ruled that the proceedings would not be recorded. Mr. R contacted our office because he was dissatisfied with the Board's response to his request for reimbursement. After receiving the Ombudsman's investigative summary, the Board agreed to reimburse Mr. R's court reporter costs.

Workplace Safety and Insurance Board (WSIB)

Medication obtained

Ms M complained that a pharmacy had refused to provide her medication because her approval from WSIB did not show up on its computer system. Ms M stated WSIB had confirmed that it had provided approval the previous day. At the time, Ms M was using eight medications following a head injury. Ms M was very concerned that she was not able to obtain her medication. An Ombudsman Representative called WSIB, which confirmed that approval had been given, but noted the problem was the pharmacy had not revised its records. WSIB undertook to contact the pharmacy. Ms M later called to advise that the approval was processed.

Board apologizes for delay

Ms P is a senior, whose husband recently died of lung cancer. She contacted our office because she was trying to obtain information about a claim with WSIB related to her husband's cancer, which she believed was caused by exposure to asbestos while on the job. She stated she had left numerous messages with WSIB that had not been returned. Our office contacted WSIB. WSIB admitted not returning Ms P's calls due to workload. WSIB was very apologetic and stated that it would contact Ms P and make her case a priority. Ms P confirmed that WSIB contacted her the same day and answered her questions.

Cheque expedited

Mr. E complained that the WSIB had not processed his claim and that he had no income and was living off his credit cards. An Ombudsman Representative contacted the Board, which as a result made the necessary calculations and processed a benefit cheque in the amount of $8,746.58.

Calculation adjusted

Mr. V, a former Ontarian now living in Finland, wrote to the Ombudsman that he was having difficulties with the WSIB. He disputed the amount of a refund in Canadian dollars provided by WSIB in relation to medical treatment he received in 1996. An Ombudsman Representative contacted WSIB. WSIB agreed to review the file and issued an apology and a cheque to Mr. V in Finnish currency.

Workplace Safety and Insurance Appeals Tribunal

Access facilitated

Ms A contacted our office and stated that she wanted to request reconsideration of a Workplace Safety and Insurance Appeals Tribunal decision. Ms A stated that due to her disability and other circumstances, she could not file a written request for a reconsideration, as required by the Tribunal. After an Ombudsman Representative contacted the Tribunal, it agreed to accept an audiocassette request for reconsideration.

Ministries

Ministry of Agriculture, Food and Rural Affairs

Ombudsman reviews Ministry's notification process

Dear Ombudsman...

Words will fail me in describing your staff's genuine wish to help, endless efforts and time which she put into investigating my file, and her comforting demeanor – which is so important when a citizen is faced with the huge governmental 'machinery'.

The Ontario Whole Farm Relief Program was introduced by the Ministry of Agriculture, Food and Rural Affairs in December 1998 to provide financial assistance to producers who, for reasons beyond their control, were faced with severely reduced incomes (i.e. declining prices, yield losses and increased expenses). The Ministry made changes to the program for the 1999 program year. The Ombudsman became aware of complaints from the farming community that the Ministry may have altered the program without alerting farmers to the changes. The Ombudsman investigated this issue on his own motion. The investigation focused on the Ministry's communication and notification of changes to the program.

The investigation confirmed that a communications plan had been developed and followed by the Ministry. In addition to the activities set out in the communications plan, the Ministry held a series of meetings for farmers, accountants and agents to discuss the 1999 application process. The Ombudsman found that there had been a discrepancy in the inventory evaluation forms used by applicants to calculate their level of assistance. Once the Ministry identified the discrepancy, all applications that might have been affected by the error were reassessed. In those cases in which the reassessment resulted in an enhancement, the affected individuals were provided with a cheque and a letter explaining the reason for the increase. Out of 830 files that were reassessed, 244 (less than 30 percent) were eligible for additional benefits. Approximately 45 percent of those affected received a cheque of less than $100. The Ministry explained that farmers were not notified of the discrepancy with the inventory evaluations because the changes were too minor to have made a significant impact on most farmers. This position was confirmed by the Ombudsman's investigation and he did not find the Ministry's approach to be unreasonable.

Ministry of Community and Social Services

Ministry changes practice

Mr. P, an inmate of a correctional facility, wished to obtain the assistance of an institutional physician in filling out a Disability Determination Package (DDP). He wished to apply for benefits under the Ontario Disability Support Program (ODSP) upon his release and required a DDP to do so. The Ministry of Community and Social Services did not make DDPs available to inmates. This presented difficulty for inmates who did not have ready

access to a physician on their release. The Ombudsman contacted the Ministry regarding this practice. In response, the Ministry advised it would make applications available to institutional physicians to assist inmates begin the ODSP application process as part of their release plan.

Drug benefit card provided

When **Ms R** contacted our office she was in receipt of Ontario Works benefits. She had been found eligible for but was not yet in receipt of ODSP benefits. Her medication costs were $500 per month and she only had enough medication to last her to the weekend. She was advised that she did not qualify for a drug benefit card. Although the Ombudsman does not have jurisdiction over the municipal administration of Ontario Works benefits, an Ombudsman Representative made an inquiry on Ms R's behalf. The Municipality consequently agreed to provide Ms R with a drug benefit card.

Family Responsibilty Office (FRO) apologizes

Mr. G made direct payments to his former spouse despite a court order directing that payments be made to the FRO. He complained that the FRO had improperly taken steps to enforce this support. Our investigation confirmed that the support recipient had notified the FRO twice that she had received some direct payments. The FRO acknowledged that it had not processed these notices in a timely manner and apologized for the delay. The FRO did return money to Mr. G's bank to reflect the direct payments made to the recipient and the Ombudsman found that, although the amount of the support arrears was incorrect, arrears were owed. Mr. G's complaint was not supported.

Assistance provided

Mr. K complained that he had been unable to contact the FRO to negotiate a voluntary arrears payment schedule after receiving a notice saying his file would be forwarded to a collection agency. He was concerned that his tuition fees from his Employment Insurance training program would be intercepted by the FRO and that he would be unable to finish the program. An Ombudsman Representative contacted the FRO to discuss the situation. As a result, the FRO and Mr. K entered into an oral voluntary arrears payment schedule.

Hardship abated

Ms W complained that the actions of the FRO in collecting an overpayment were causing her financial hardship. She was advised she would not receive any support payments until the overpayment was paid in full. Ms W requested that the balance owing on the overpayment be either split over two months or deferred. An Ombudsman Representative contacted the FRO to discuss this situation and the FRO agreed not to collect the overpayment for a period of time.

FRO closes file

Mr. D complained that he no longer owed child support and that he had been trying to get his FRO file closed for six months. When

an Ombudsman staff contacted the FRO it acknowledged that support should have ended six months previously. Mr. D was mailed a credit balance of $600.

Ministry of Correctional Services

Guidelines to be issued

Mr. A complained that, although he was allergic to fish, the only food available for him to eat when being transferred from one facility to another was a tuna fish sandwich. An Ombudsman Representative contacted the Ministry's Senior Nutrition Consultant who advised that to avoid this scenario in future, she would issue guidelines for packed lunches to all facilities across Ontario.

Dear Ombudsman...

I am glad you are out there. Because of you it's a little more comforting being locked in this environment.

Ministry policy clarified

Mr. U, a French speaking inmate at a privatized adult facility, complained that he was denied a transfer to a facility with French programs. Our office contacted the facility, which in turn discovered that it had originally obtained incorrect information from the Ministry of Correctional Services regarding its transfer policies. The facility advised that it was now aware that a transfer to obtain French programs was permissible under Ministry policy.

Practice ceases

Mr. B, an inmate in administrative segregation, complained that his evening snack had been withheld for two days in a row. An Ombudsman Representative contacted the facility and was advised that this measure was used as punishment and had been for many years. The Ombudsman Representative subsequently contacted the Senior Nutrition Consultant for the Ministry of Correctional Services, who advised that this practice was not permissible. The Ministry consequently notified all staff that this practice was to cease immediately.

Practice changes

Mr. C, an inmate in administrative segregation, complained that he was being denied the privilege to obtain canteen items. An Ombudsman staff member contacted the facility and was advised that this practice reflected a security concern, as the cells in segregation face each other and inmates can toss items to one another. The facility undertook to determine the practice in other institutions. When our office followed up with the facility, it advised that the practice would change immediately.

Corrective measures taken

Mr. L, an inmate, complained regarding an incident in which force was used against him. In the course of the Ombudsman's review it was discovered that the Ministry of Correctional Services' policies with respect to photographing of inmate injuries, police noti-

fication of incidents and timely forwarding of incident reports to the Regional Director were not followed. As a result of an Investigator's informal discussions with the Superintendent of the facility, he agreed to undertake corrective measures.

Canteen service concerns reviewed

In December of 1999, the Ministry of Correctional Services implemented a new standardized province-wide canteen service for inmates. Our office received many complaints from inmates in the first few months regarding this service. An investigation revealed that although there had been some problems regarding implementation, the Ministry had taken note of these and undertaken to take steps to avoid the same problems in the future. The individual delivery and supply problems had also been rectified and our office was receiving fewer complaints about these issues. The Ombudsman indicated his office would continue to monitor the situation regarding provision of canteen.

Change in practice

Mr. Q, an inmate, complained that he did not receive his canteen order when he went to court on a Wednesday. An Ombudsman Representative contacted the facility, which advised that inmates going to court would not receive canteen for that week unless they were going to court on Monday or Tuesday. Following our informal inquiries, the facility and the supplier changed the canteen cut-off date to accommodate more inmates.

Property to be itemized

Mr. P complained to our office that when he was released on bail he discovered that an expensive name brand belt had been lost by a correctional facility. The facility was offering to replace it with an item of lesser value. Our office contacted the facility, which agreed that in future it would list on the "Personal Property Declaration" whether a property item was a name brand in order to eliminate this type of dispute.

Loss reimbursed

Mr. T, an inmate, complained that several of his newspaper subscriptions had gone missing in September and November. An Ombudsman Representative contacted the facility and was advised that it was aware that some staff had not been delivering the papers. The facility agreed to reimburse Mr. T for his loss.

Insurance claim permitted

Mr. S, an inmate, contacted our office regarding his need to renew his prescription eyeglasses. He has a very strong astigmatism and his vision was causing him severe headaches. Mr. S informed the facility that he was still covered under his insurance carrier's optical coverage and was able to receive 100 percent coverage for new glasses. However, he was advised that insurance claims were not accepted and that he would have to pay the full cost for his glasses in advance. Ombudsman staff contacted the facility, which reviewed its policy and agreed that Mr. S could make a claim under his insurance policy.

Schedule accommodated

Mr. I, an inmate in Northern Ontario, called our office to complain that he needed to catch a 6 a.m. bus to go home, but was told that he could only be released at 8 a.m. An Ombudsman staff member contacted the facility to explain the situation. The facility agreed that the inmate would be released in time to catch his bus.

Funds returned

Mr. G left U.S. funds behind at a correctional facility when he was deported. The Ombudsman was able to assist Mr. G to obtain a return of funds in the proper currency.

Assistance expedited

Mr. V, an inmate with an artificial leg, was experiencing pain and swelling because the rubber strap that held the leg in place had broken. The facility had advised him it had ordered a new strap, but three weeks later he had not received it. An Ombudsman staff member contacted the facility. As a result of our intervention, Mr. V quickly received a new strap.

Transportation arranged

Mr. N, an inmate with a disability, was due to be released in four days when he contacted our office. The inmate uses crutches and only has one leg. He was concerned that he had no transportation to his hometown. An Ombudsman Representative contacted the facility. The facility explained it was attempting to obtain a ride for the inmate on a Bailiff's bus, but it was full. We were advised that due to a lack of financial resources inmates are encouraged to make their own transportation arrangements. The facility assured us that they would not leave the inmate stranded. Later that day the facility advised that an officer would drive the inmate home upon his release.

Accommodation facilitated

A young offender with special needs called our office to ask for our assistance in having his mother present during his eye surgery. According to the young offender, his mother had been denied this request on several occasions and several surgical appointments had been cancelled as a result. His psychologist spoke with our staff and explained that the young offender had difficulty understanding or interacting with others and, although he was 17 years old, he was still in elementary school. The psychologist advised that in his opinion, a legal guardian needed to be present to make decisions on the young offender's behalf. After our office contacted the facility, it agreed that the mother would be permitted to attend the surgery.

Application submitted

Mr. M, a francophone inmate, contacted our office complaining that his transfer request to a treatment centre had been denied as a result of his limited ability to speak English. He explained that he had studied English for the past six months and interacted with other inmates in an effort to improve his English.

An Ombudsman Representative contacted the facility, which agreed that the inmate would be supervised to determine his English capabilities, while he completed the centre's 14-page application. The facility confirmed that it was satisfied with Mr. M's language skills and would forward his application to the centre.

Medical care arranged

Mr. J contacted our office complaining that he was not receiving proper medical care. He explained that he snored during the night and that his cellmates repeatedly interrupted his sleep and threatened him with physical harm. After our staff contacted the facility, it made arrangements for Mr. J to be seen by a physician.

Preventative steps taken

Mr. R, an insulin-dependent diabetic who must eat at regular intervals, contacted our office complaining that he had been placed in a life-threatening situation. While at court he had been served an egg salad sandwich for lunch. He informed the officer at the court that he was allergic to mayonnaise. When the officer contacted the facility to confirm the inmate's dietary restrictions, the facility advised that the inmate had no dietary restrictions. As a result, the inmate was forced to skip the meal altogether. Our office contacted the facility, which confirmed the nature of Mr. R's medical condition and his allergies. The facility was unable to explain why an error had occurred in its communication with the court officer. The facility agreed that to avoid a recurrence of such an incident, in future it would provide officers taking inmates to court with a list of inmate dietary restrictions.

Discrepancy remedied

Mr. D called our office claiming there was a $100 discrepancy in his inmate trust account. He stated that his numerous attempts to have the facility correct the error had been unsuccessful. When our office contacted the facility, it was initially reluctant to review the matter. However, an error was discovered resulting from confusion between similar names. The facility agreed to correct Mr. D's account.

Inmate reimbursed

Mr. Z, an inmate, complained to our office that he had been overcharged on a canteen order. He had ordered one item and been charged for 10. After our office made inquiries with the facility, Mr. Z was reimbursed.

Ministry of the Environment

Competition reviewed

Two Ministry of the Environment employees complained about a job competition.

After an investigation, the Ombudsman concluded that there were problems with the process but that they did not affect the outcome. The Ombudsman expressed some concerns regarding the Ministry's recruitment practices. In response, the Ministry stated it would provide training to its managers on the

recruitment process and develop a process to handle internal reviews of competition complaints.

Ministry of Health and Long-Term Care

Surgery approved

Dear Ombudsman...

Your staff's presentation was informative and entertaining. Her knowledge, combined with visual aids and a keen sense of humour, captivated my students. Her ability to connect with the class was so impressive several of my students waited in line at the end of the class to speak to her personally; here she demonstrated her patience.

Ms W had recently undergone surgery, which was unsuccessful. She complained that the Ministry of Health and Long-Term Care denied her coverage for corrective surgery under the Ontario Health Insurance Plan on the basis that the surgery had already been paid for. Ms W was also advised that if the second surgery was approved, it would have to be performed by the same doctor. Ms W was concerned about this since she did not want to have the second surgery done by the same doctor who had operated initially. After a number of months of dealing with the Ministry and her doctor, Ms W contacted our office. An Ombudsman Representative spoke with a Ministry medical consultant. As a result, Ms W's file was reviewed and the surgery approved on the same day.

Ministry's practice reflects policy

Mr. E complained that the Ontario Health Insurance Plan did not provide coverage for prostate specific antigen (PSA) tests in certain circumstances. Our investigation revealed that the PSA test is available through hospital laboratory services, at no extra charge to patients, when there is a diagnosis or suspicion of prostate cancer. Mr. E wanted to have the testing done in a private laboratory in the same building as his urologist as it was more convenient. The Ministry pays for all PSA tests through the global funding provided to hospitals for their operating costs. The Ministry explained that this is a far more efficient way to pay for PSA tests than to pay private providers on a fee-for-service basis. This practice also reflects the Ministry's policy of not paying for screening tests until expert evidence endorses the utility of screening. Although it might be more convenient to have the PSA test in a private laboratory, the Ombudsman did not find that access to PSA testing was an issue of concern in the circumstances of Mr. E's case.

Northern Health Travel Grant provided and instructions changed

Mr. and Mrs. F, who resided in Thunder Bay, contacted our office because their application for a Companion Grant under the Northern Health Travel Grant (NHTG) program had been denied. Mr. and Mrs. F's son was born prematurely and his condition was considered a serious medical emergency. He was flown by critical care transport to London. There was no room on the air ambulance for Mr. F to accompany his son. Once Mrs. F was medically able to travel, both Mr. and Mrs. F travelled to London to be with their son. Mr. and Mrs. F contended that as the legal guardians of their ill, premature baby, they

needed to travel to London so they could participate in any medical decisions made on his behalf. In response to the Ombudsman's notice of intent to investigate, the Ministry noted that based on additional information, it had reviewed and approved the travel grant. Our investigation showed that the general instructions for the NHTG did not mention that an applicant could provide documentation to support the application beyond 'original tickets/stubs/receipts'. The Ombudsman suggested that the Ministry consider adding an instruction that if an applicant has additional documentation to support his/her application, it should be attached to the application form. The Ministry agreed to make this change to its general instructions.

Management Board Secretariat

Proposal resubmitted

Ms O provides translation services to the provincial government. In order to do so, she must submit a proposal every two years to be placed on the Approved Ministry List maintained by Management Board Secretariat. Ms O sent her proposal on March 22, 2001 by courier to the address and postal code specified. The deadline for proposals was March 27, 2001 at 1100 hours. Ms O's proposal was delivered to the first floor mail room by the closing date and time. However, it was not received in the sixth floor offices until after the closing date. Management Board Secretariat sent back Ms O's proposal unopened. Ms O complained that she had followed the instructions for submitting the proposal and that it was unfair that it was not considered. After the Ombudsman gave notice of his intent to investigate Ms O's complaint, Management Board Secretariat conducted a review and determined that Ms O would be allowed to resubmit her proposal.

Ministry of the Solicitor General

No further investigation necessary

Dear Ombudsman...

I finally understand where I can go for help. There is light at the end of my tunnel, thanks again.

Ms T complained that the Office of the Chief Coroner (OCC) refused to hold an inquest into the death of her brother, who died in 1987 as a result of an industrial accident. An inquest had been set for October 1988 but was postponed when charges were laid against the employer. The inquest was never rescheduled even though the charges had been dealt with by 1993. In 1997 Ms T asked the OCC to resume the inquest. In denying her request in November 1998, the OCC explained to Ms T that the *Coroners Act* did not require an inquest and that holding an inquest more than 10 years after her brother's death would not serve the public interest. The OCC also apologized for its failure to set an inquest in 1993. Two years later she brought her complaint to the Ombudsman. In deciding not to investigate the case further, the Ombudsman considered the length of time Ms T waited before complaining, that the OCC had provided an apology, and that an inquest tracking system had been put in place to prevent a recurrence of this kind of incident.

Office of the Fire Marshal (OFM)

OFM agrees to compensate

Mr. X works as a fee-for-service investigator. He approached our office contending that the OFM had instructed him in August 1999 to do whatever was required to clear his schedule so that he could attend a two-week coroner's inquest. An investigation determined that the OFM did not take steps to advise Mr. X that his services would not be required for the entire inquest until after he had testified in November 1999. The Ombudsman tentatively concluded that the OFM's omission to advise Mr. X, in a timely fashion, that his services would not be required for the entire inquest was unreasonable and recommended that he be compensated for the work he had been instructed to perform. The OFM agreed to pay Mr. X accordingly.

Dear Ombudsman...

Thanks, not only for what you did. But for making me feel that I was worth it!

Ministry of Training, Colleges and Universities

Ontario Student Assistance Program policy followed

Mr. S complained that he was placed on the Ontario Restricted List (ORL) as he had not declared a portion of his income under the Ontario Student Assistance Program (OSAP) requirements. This rendered him ineligible for further OSAP funding. Mr. S contended that the failure to declare the income was an oversight. Mr. S' father had written to the Ministry of Training, Colleges and Universities advising that the income had been received as a dividend from the family company and had been used to pay family expenses. The OSAP application contained information about the consequences of not providing accurate information. Mr. S signed a declaration indicating the information he provided was truthful. The Ombudsman concluded that Mr. S was given ample warning about the need for accurate reporting of changes to income and that the Ministry followed its policies and guidelines. However, the Ombudsman suggested that the Ministry should have a policy regarding income verification measures.

College changes its process

Mr. Y complained regarding his permanent expulsion from a registered nursing program at a community college. Our investigation revealed that an escalating series of safety issues arose in Mr. Y's final month in the program. The Ombudsman did not support Mr. Y's complaint. However, he expressed concerns regarding the College's review and expulsion process. The College made a number of process changes as a result of Mr. Y's case before and after the Ombudsman's involvement.

Ministry of Transportation

Ministry expedites its review

Mr. G complained that 12 years ago, as a condition of having his licence reinstated, he was required to provide a medical report to the Ministry of Transportation. Mr. G left the province without reinstating his licence. He returned to Ontario, took a driving course and was ready to do the required Ministry tests. He provided a medical report but was advised by the Ministry that his case would have to be reviewed. Mr. G was upset at this news as he needed to have the licence as soon as possible for a new job. Following the intervention of our office, the Ministry expedited its review and confirmed that Mr. G would be receiving his licence.

Dear Ombudsman...

Finally, after 5 years, my case is beyond the limbo stage and some progress towards a resolution has been made. Thankfully the progress has been positive, as I am now receiving monthly compensation for my injuries.

Ombudsman Ontario Staff List: March 31, 2002

Ombudsman
Clare Lewis, Q.C.

Administrative Assistant
Carolyn Braunlich

LEGAL SERVICES

Legal Counsel
Laura Pettigrew
Wendy Ray

Legal Advisor
Tamara Hauerstock

Analyst/Investigator
Lorraine Boucher

Research Assistant
Sherrie Nicholson

COMPLAINT SERVICES

Director
Lenna Bradburn

Administrative Secretary
Denise Salmon

ACCESS CENTRE

Manager
Sue Haslam

Supervisor
Eva Kalisz
Marie-Claire Muamba (Acting)

Administrative Secretary
Kamala Kirushna

Access Representatives
Monique Bokya-Mboyo
Zalina Deodat
Muktar Houssein
Eddie Kabasele
Anne Sophie Leduc
Johanne Safar
Michelle Touchette

GENERALIST TEAM

Manager
Sue Haslam

Team Leader
Tim Arkell

Administrative Secretary
Kamala Kirushna

Ombudsman Representatives
Michelle Amaral
Danielle Barbeau-Rodrigue
Alphonse Barikage
Pierre Belanger
Robin Bosworth
Joane DeVarennes
Hannalie Ethier
Micheline Gagné
Pauline Gignac
Diane Hall
Lira Hugh
Roch McLean
Marie-Claire Muamba
Amita Shunglu
Laura Spiers
Pam Young

INVESTIGATIONS TEAM

Manager
Duncan Newport

Team Leader
Millicent Dixon
James Nicholas (Acting)

Administrative Secretary
Betty Baker

Investigators
Kwame Addo
Irene Buncel
Gerry Carlino
Rosie Dear
Mary Jane Fenton
Anita Glasier
Anne Hart
Barbara Hirst
Kathy Penfold
Matilda Presner
ElizabethWeston
Barbara Worthington

CORRECTIONS TEAM

Manager
Asfia Sultan

Team Leaders
Mary Elizabeth Nugent
Cathy Rea

Corrections Clerk
Lourdes Legardo

Ombudsman Representatives
Winsome Cain
Claire Giroux
Chakib El Hakmaoui
Esla Hutchinson
George La Rosa
Nicole LeBlanc
Lourine Lucas
Beena Rajendra
Gabriella Trotta

CORPORATE SERVICES

Director
Peter Allen

Administrative Secretary
Susan Mason

FINANCE & ADMINISTRATION

Manager
John Allan

Administrative Assistant
Dora Gimenez-Dixon

Accounting Analyst
Judith Lee

Client Services Representative
Wolfgang Schulz

Word Processing Operators
Maureen Bourns
Jackie Holmes

COMPLAINTS ANALYSIS & INFORMATION SYSTEMS

Manager
John Allan

Programmer Analysts
Kwasi Frimpong
Dianne King

Clerical & Technical Support
Suzanne Bernier

Records & Archives Technician
Jackie Correia

End User Support
Joyce Coolman

POLICY

Policy Manager
Juan Gomez

COMMUNICATIONS

Communications Manager
Gail Scala

Administrative Secretary
Dean Morra

HUMAN RESOURCES

Human Resources Coordinator
Joyce Leonard

Administrative Secretary
Grace Domingo

About our logo: This is the symbol for Ombudsman Ontario. The "O" stands for our name. Inside, three sets of arms come together: one each for the public, the government and our office.

Mission Statement

Working to ensure fair and accountable provincial government service.

We Believe...

Ombudsman Ontario is guided by the following values in its interactions with its staff, the public and government:

Fairness: *treating everyone in a reasonable, equitable, and impartial manner*

Accountability: *providing quality services, taking responsibility, evaluating and improving through innovation*

Integrity: *demonstrating transparent, honest and ethical practices*

Respect: *understanding individual differences and valuing diversity*

Contact Information

1-800-263-1830 – English

1 800 387-2620 – Français

1-866-411-4211 – TTY, hard of hearing and deaf

416-586-3485 – Fax

www.ombudsman.on.ca – Website

Design: Fizzi Design Inc.

This Annual Report is available in French and alternative formats by request. For general information, or mailing address changes, please call our Communications office at 416-586-3353.

Regional Offices

London
920 Commissioners Road East
London, Ontario N5Z 3J1

Ottawa
Suite 110, 261 Montreal Road
Ottawa, Ontario K1L 8C7

Sault Ste. Marie
111 Great Northern Road, Unit 2
Sault Ste. Marie, Ontario P6B 4Y9

Sudbury
66 Elm Street, Suite 108
Sudbury, Ontario P3C 1R8

Thunder Bay
Suite 206, Office Galleria
1000 Fort William Road
Thunder Bay, Ontario P7B 6B9

Toronto
125 Queens Park
Toronto, Ontario M5S 2C7

Ombudsman
Ontario